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The DIRECTORY of COMMUNITY SERVICES

Hamilton-Wentworth
1991 Edition

COMMUNITY INFORMATION SERVICE

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Directory of Community Services for HAMILTON-WENTWORTH

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COMMUNITY INFORMATION SERVICE

HAMILTON-WENTWORTH

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CEGD

OTHER PUBLICATIONS

In addition to publishing **The Red Book**, Community Information Service Hamilton-Wentworth produces a number of other publications and small directories for the Hamilton-Wentworth region. Information about costs and order forms can be obtained from C.I.S. (528-8127 Administration Line)

1. Citizens' Organizations
   A listing of citizens' organizations representing different areas of concern in the community. Includes contacts and descriptions.

2. Promotional Dates and Special Events
   Special events and promotional dates listed by months of the year. Includes contacts.

3. Self Help/Support Groups
   A listing of self help/support groups. Includes contacts and descriptions.

4. Senior Citizens' Clubs
   A listing of seniors' clubs. Includes locations, contacts, dates and times of meetings.

5. Service Clubs
   A listing of service organizations. Includes contacts, purpose, assistance offered and dates of annual meetings.

6. Women's Organizations
   A listing of women's organizations. Includes contacts, purpose, assistance offered and election dates.

FREE BROCHURES:

Day Care Centres and Nursery Schools Hamilton-Wentworth
No One Deserves to be Abused (Resources for Abused Women)
Resources for Single Parents
Information for Seniors (planned for publication Spring '91)

HOW TO USE THE RED BOOK

There are three main sections in the Directory:

Yellow Name Index:

For quick reference, the alphabetical Name Index contains a master list of all organizations in the Directory by official and by commonly used names. The index includes the telephone number and the organization's entry number in this Directory.

Programmes with names and/or telephone numbers which differ from their parent organization are cross-indexed under their own name as well as the name of the parent organization.

When looking for government programmes, please note the following:

Federal	-	listed under CANADA
Provincial	-	listed under ONTARIO
Regional	-	listed under HAMILTON-WENTWORTH
Municipal	-	listed under the name of the municipality, e.g. ANCASTER, DUNDAS, HAMILTON, STONEY CREEK, etc.

Blue Subject Index:

This index is designed to direct you to all organizations providing service in a specific subject area e.g. Developmental Handicaps - Vocational Rehabilitation.

The Subject Index is the key to finding services which will meet the need or category which you have identified. The Subject Index lists the entry number in this directory where you will find complete information about the service or programme.

EVALUATION FORM

Assuming similar costs, do you prefer:

[ ] New format with soft paper cover and coil spine

[ ] Old format with hard plastic 3 ring binder with contents refills

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Please describe your reason(s) for preferring the format you have selected.

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Do you have any suggestions for improvements to **The Red Book** which would make it a more useful resource?

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TO HELP US TO MEET YOUR NEED FOR ACCURATE, ACCESSIBLE INFORMATION,PLEASE REMOVE THIS PAGE FROM THE BOOK, COMPLETE IT AND RETURN TO COMMUNITY INFORMATION SERVICE, P.O. BOX 2700, STATION A, HAMILTON L8N 4E4

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CPP (CANADA. HEALTH AND WELFARE CANADA)	**572-2292** **FAX 572-2989**	**63**
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Culture and Communications, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF CULTURE AND COMMUNICATIONS)	**521-7229** **1-800-263-8514** **FAX 1-416-521-7613**	**466**
Culture and Recreation, Department of (HAMILTON. CITY OF HAMILTON)	**546-2750** **546-4620** **546-4788**	**247**
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Diabetes Foundation - Canada, Juvenile (JUVENILE DIABETES FOUNDATION - CANADA)	(24 hour service) **333-4660**	**373**
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Disabled Persons, Resource Centre for (HAMILTON PUBLIC LIBRARY)		**529-8111 Ext.326**	**292**
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Duty Counsel (McMASTER UNIVERSITY)	528-9887 528-9127	384
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Education, Board of Education, Wentworth County (WENTWORTH COUNTY BOARD OF EDUCATION)	523-8621	619

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Education, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF EDUCATION)	527-7226 575-2026 FAX 527-5155	468
Electricity and Gas Inspection (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	572-2774	42
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Fire Department, Hamilton (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	(Administration) **546-3333** (Emergency) **911** (Fire Prevention) **546-3550**	**341**
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Gay Societies, Hamilton United (HAMILTON UNITED GAY SOCIETIES)	Gayline **523-7055**	**299**
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HAMILTON FOUNDATION		**523-5600**	**269**
Hamilton General Division (HAMILTON CIVIC HOSPITALS)		**527-0271**	**250**
HAMILTON HANDICAP CLUB	(After 5:00 pm)	**523-5887**	**270**
Hamilton Help Centre (CITIZEN ACTION GROUP - HAMILTON)		**521-9107** **521-9165**	**147**
Hamilton Industrial Training Centre (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)		**662-7881**	**414**
HAMILTON JEWISH FEDERATION		**648-0605** Burlington Res. **527-8577**	**271**
HAMILTON JEWISH HOME FOR THE AGED - SHALOM VILLAGE		**528-5377**	**272**
HAMILTON MEMORIAL SOCIETY	(answering machine)	**389-8240**	**273**
Hamilton Mountain Family Y (YOUNG MEN'S CHRISTIAN ASSOCIATION OF HAMILTON BURLINGTON)		**574-9400** **FAX (416) 574-7622**	**653**
HAMILTON MOUNTAIN LEGAL & COMMUNITY SERVICES		**575-9590** **FAX 574-8233**	**274**
Hamilton Mountain and District Unit (CANADIAN CANCER SOCIETY)		**383-0254** **383-7108**	**88**
Hamilton Multicultural Centre (HAMILTON AND DISTRICT MULTICULTURAL COUNCIL INC.)		**528-0258**	**222**
HAMILTON NIAGARA ACADEMY OF PSYCHOLOGY		**388-2511** **Ext.4541**	**275**
HAMILTON PARENTS OF MULTIPLE BIRTHS ASSOCIATION	(TWIN)	**574-8946**	**276**

	Phone #	Entry #
HAMILTON PROGRAM FOR SCHIZOPHRENIA	525-2838	277
HAMILTON PSYCHIATRIC HOSPITAL	388-2511	278
Community Housing Coordination Service	575-6008	279
Duty Counsel	388-2511 Ext.4246	280
HAMILTON PUBLIC LIBRARY	529-8111	281
	FAX 529-5326	
	TTY-TDD 529-3137	
Barton Branch	527-8122	282
Career Resource Centre	529-8111	291
Concession Branch	383-2322	283
Kenilworth Branch	544-8705	284
Locke Street Branch	522-7154	285
Picton Branch	528-7453	286
Red Hill	561-2835	287
Resource Centre for Disabled Persons	529-8111 Ext.326	292
	TTY-TDD 529-3137	
Visiting Library Service	527-5988	293
Sherwood Branch	389-8977	288
Terryberry Branch	388-7517	289
Westdale Branch	528-1668	290
Hamilton Region Conservation Authority (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	525-2181 648-4427	340
HAMILTON REGIONAL INDIAN CENTRE	546-1446	294
HAMILTON RIGHT TO LIFE	528-3065	295
HAMILTON SAFETY COUNCIL	385-7463 528-9906	296
HAMILTON SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS	547-1257	297

HAMILTON STATUS OF WOMEN COMMITTEE	(City Hall)	**546-3994**	**298**
Hamilton Street Railway Company (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		**528-4200**	**347**
HAMILTON UNITED GAY SOCIETIES			**299**
Gayline	(24 hours)	**523-7055**	**300**
HAMILTON WENTWORTH ASSOCIATION OF VOLUNTEER PROBATION AND PAROLE OFFICERS		**521-7527**	**301**
HAMILTON WENTWORTH CHAPTER OF NATIVE WOMEN INC.			
Native Women's Centre		**522-1501**	**302**
HAMILTON WENTWORTH CREATIVE ARTS INC.		**525-6644**	**303**
Hamilton Wentworth Detention Centre (ONTARIO. ONTARIO MINISTRY OF CORRECTIONAL SERVICES)		**523-8800**	**465**
Hamilton Wentworth District Health Council (ONTARIO. ONTARIO MINISTRY OF HEALTH)		**389-1321**	**475**
Hamilton Wentworth Emergency Shelter Foundation (EMERGENCY SHELTER FOUNDATION OF HAMILTON WENTWORTH)		**577-1173** **577-0819**	**185**
Hamilton Wentworth Fire Department (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		**546-3333**	**341**
	(Emergency)	**911**	
	(Fire Prevention)	**546-3350**	
Hamilton Wentworth Head Injury Association (Former name) (BRAIN INJURY SERVICES OF HAMILTON)		**523-8852**	**33**
Hamilton Wentworth Housing Authority (ONTARIO. ONTARIO MINISTRY OF HOUSING)		**521-7399**	**477**

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Hamilton Wentworth Lung Association (LUNG ASSOCIATION - HAMILTON WENTWORTH)		527-5864	380
HAMILTON WENTWORTH NUTRITION COMMITTEE		521-2100 Ext.5476	304
HAMILTON WENTWORTH PALLIATIVE CARE PROGRAM		389-4411 Ext.2213	305
HAMILTON WENTWORTH REGION BLOCK PARENT PROGRAM INC.		546-4900 Ext.369	306
HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH		546-4111	307
Department of Public Health Services		546-3500	309
Alcohol and Drug Assessment Services		546-3606	310
Child and Adolescent Services		546-3678	311
Child and Adolescent Services Branch Office		545-3093	312
Nutrition Services		546-3521	313
		546-3630	
Public Health Dentistry		546-3566	314
Public Health Inspection Services		546-3570	315
Public Health Nursing	Hamilton	546-3500	316
		546-3549	
	East End	546-3547	
	Dundas	628-6325	
	Stoney Creek	664-4232	
	Hamilton Mountain	546-3588	
	Parent Child Info Line	546-3618	
Bereavement Program		546-3547	317
		546-3549	
Birth Control Centres	(Stoney Creek)	664-2554	318
		664-2554	
		561-2182	
	(Dundas)	628-3000	
Parent Child Info Line		546-3618	
Family Planning Program		546-3500	319
Sexually Transmitted Diseases	(VD Hotline)	528-5894	320
Department of Social Services		546-4800	321
Employment Services Unit		546-4398	322
Income Maintenance Division			
Employment Services Unit - Helping Hands		528-8318	323

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Employment Services Unit - Work Activity Project	546-2334	324
General Welfare Assistance (GWA)	546-4800	325
Parental Support Unit	546-4890	326
Income Maintenance Division		
Special Assistance and Supplementary Aid	546-4883	327
Services for the Elderly Division	546-4857	328
	628-6359	
	FAX 628-8331	
Macassa Lodge	575-1500	329
Macassa Lodge Outreach Program	575-1500 Ext.220	330
Wentworth Lodge Home For The Aged	628-6359	331
Shelter and Housing Services Unit	546-2225	332
Social Planning and Policy Development Division	546-4887 TTY-TDD 522-1787	333
Support Services Division		
Homemakers and Nurses Services Subsidy	546-2401	334
Economic Development Department	546-4222	335
Business Development Services	546-4447	336
Visitors and Convention Services	546-4222	337
	Tourist Line 522-7772	
Downtown Tourist Information Centre	546-2666	338
	546-2667	
Engineering Department	546-4300	339
Hamilton Region Conservation Authority	525-2181	340
	648-4427	
Hamilton Wentworth Fire Department	(Administration) 546-3333	341
	(Emergency) 911	
	(Fire Prevention) 546-3350	
Hamilton Wentworth Regional Police	(Administration) 546-4925	342
Community Services Section	546-4900	343
Criminal Investigation Division		
Youth Branch	546-4962	344
	(Emergency) 911	
Planning and Development Department	546-4101	345
Regional Council		308
Transportation Department		
Canada Coach Lines Ltd.	528-4200	346
Hamilton Street Railway Company	528-4200	347
HAMILTON WENTWORTH ROMAN CATHOLIC SEPARATE SCHOOL	525-2930	348
HAMILTON WENTWORTH STROKE RECOVERY ASSOCIATION	385-1639	349

HAMILTON WENTWORTH THIRD SECTOR EMPLOYMENT ENTERPRISES		**528-9664** **FAX 528-4600**	**350**
HAMILTON WENTWORTH UNICEF COMMITTEE United Nations Children's Fund		**529-3173**	**352**
Hamilton Wentworth, Lung Association (LUNG ASSOCIATION - HAMILTON WENTWORTH)		**527-5864**	**380**
HAMILTON WESLEY HOUSE		**529-8916**	**353**
Hamilton Women's Detox Centre (ST. JOSEPH'S HOSPITAL)		**545-9100**	**540**
Hamilton and District Association for the Mentally Retarded (Former name) (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)		**528-0281**	**227**
Handicap Club, Hamilton (HAMILTON HANDICAP CLUB)	(After 5:00 pm)	**523-5887**	**270**
Handicapped Children's Benefits (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	(Ask for HCB)	**521-7280**	**451**
HANDS (HAMILTON AIDS NETWORK FOR DIALOGUE AND SUPPORT)	(Tape)	**528-0854** **528-0537**	**213**
HATTS OFF CENTRE		**628-5669**	**354**
Health Clinic for Ontario Workers, Occupational (OCCUPATIONAL HEALTH CLINIC FOR ONTARIO WORKERS)		**549-2552**	**427**
Health Council, Hamilton-Wentworth District (ONTARIO. ONTARIO MINISTRY OF HEALTH)		**389-1321**	**475**

Health Promotion Program (CANADIAN MENTAL HEALTH ASSOCIATION - HAMILTON WENTWORTH BRANCH)		**521-0090**	**103**
Health Services, Regional Municipality of Hamilton Wentworth, Department of (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		**546-3500**	**309**
Health Card (ONTARIO. ONTARIO MINISTRY OF HEALTH)	(public enq.)	**521-7100**	**474**
Hearing Impaired Students, Preschool for (PRESCHOOL FOR HEARING IMPAIRED STUDENTS)		**387-5744**	**523**
Hearing Society, Canadian (CANADIAN HEARING SOCIETY		**545-9931** **FAX 545-0337** **TTY-TDD 545-3877**	**98**
HEART AND STROKE FOUNDATION OF ONTARIO		**545-2400**	**355**
Heath Residence (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)		**528-0281**	**236**
HECFI (HAMILTON. CITY OF HAMILTON)		**546-4000**	**248**
Help Centre, Hamilton (CITIZEN ACTION GROUP - HAMILTON)		**521-9107** **521-9165**	**147**
Helping Hands (HAMILTON AIDS NETWORK FOR DIALOGUE AND SUPPORT)	(Tape)	**528-0854** **528-0537**	**213**
Henderson General Division (HAMILTON CIVIC HOSPITALS)	(24 hours a day)	**389-4411**	**258**
HERITAGE GREEN SENIORS CENTRE		**573-3796** **573-3511**	**356**

	Phone #	Entry #
Home Care Program (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	523-8600	605
Home Support Services for the Elderly (FAMILY SERVICES OF HAMILTON WENTWORTH, INC.)	523-5640 FAX 523-8699	193
Homemakers and Nurses Services Subsidy (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-2401	334
Homesharing Program (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	523-7370	606
HOMESTEAD RESIDENTIAL AND SUPPORT SERVICES	529-0454	357
HOPE HAVEN HOMES FAMILY REHABILITATION CENTRE	547-1064 547-1815	358
Horizon House Hamilton I (CHRISTIAN HORIZONS)	522-8861	142
Horizon House Hamilton II - Supported Independent Living (CHRISTIAN HORIZONS)	627-7233	144
Horizon House Hamilton II (CHRISTIAN HORIZONS)	627-7233	143
Horizon House Hamilton III (CHRISTIAN HORIZONS)	574-1577	145
Hospitality Employment Program (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	521-9993 521-9846	400
Housing Authority, Hamilton Wentworth (ONTARIO. ONTARIO MINISTRY OF HOUSING)	521-7399	477
HOUSING HELP CENTRE FOR HAMILTON WENTWORTH	528-0221	359

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Housing, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF HOUSING)	**521-7500**	**476**
HPH (HAMILTON PSYCHIATRIC HOSPITAL)	**388-2511**	**278**
HPL (HAMILTON PUBLIC LIBRARY)	**529-8111** FAX **529-5326** TTY-TDD **529-3137**	**281**
HRCA (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**525-2181** **648-4427**	**340**
HSR (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**528-4200**	**347**
HUGS (HAMILTON UNITED GAY SOCIETIES)	Gayline **523-7055**	**299**
Human Rights Commission, Ontario (ONTARIO. ONTARIO MINISTRY OF CITIZENSHIP)for 416 area	**521-7609** **1-800-263-9344**	**445**
Humane Society, Hamilton (HAMILTON SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS)	**547-1257**	**297**
HUNTINGTON SOCIETY OF CANADA - HAMILTON AND DISTRICT CHAPTER	**1-519-622-1002**	**360**

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	Phone #	Entry #
Ileitis and Colitis, Canadian Foundation (CANADIAN FOUNDATION FOR ILEITIS AND COLITIS)	**545-0100**	**96**
Immigration Centre, Canada (CANADA. EMPLOYMENT AND IMMIGRATION CANADA)	**572-2787** Family Class Sponsorships **572-4017** Assisted Relative **572-2843**	**57** **58**
Inasmuch House for Women in Crisis (MISSION SERVICES OF HAMILTON)	Business Line **529-8149** Abuse Line **529-8600**	**393**

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Income Maintenance (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	521-7280	454
Indian Centre, Hamilton Regional (HAMILTON REGIONAL INDIAN CENTRE)	546-1446	294
Industrial Training Centre, Hamilton (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	662-7881	414
Industry, Trade and Technology, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY)	521-7783 Business Hotline 1-800-387-6142	480
INDUSTRY-EDUCATION COUNCIL (HAMILTON WENTWORTH)	529-4483	361
Infant Deaths, Canadian Foundation for the Study of (CANADIAN FOUNDATION FOR THE STUDY OF INFANT DEATHS)	(Collect) 1-416-488-3260 FAX 1-416-488-3864	97
Infant Parent Program (CHEDOKE-McMASTER HOSPITALS)	521-2100 Ext.7355	131
INFORMATION BURLINGTON	639-4212	362
Information Dundas (DUNDAS COMMUNITY SERVICES)	627-5461	169
INFORMATION FLAMBOROUGH	689-7880	363
INTERFAITH COUNCIL FOR REFUGEES IMMIGRATION AND HUMAN RIGHTS	528-1161 528-7988	364
Operation Lifeline	523-4031	365
International Centre, United Nations Children's (CHILDREN'S INTERNATIONAL LEARNING CENTRE)	529-8813 UNICEF 529-3173	139
International Services (CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH)	522-8485	110
International Social Security Agreements (CANADA. HEALTH AND WELFARE CANADA)	572-2292	73

INTERVAL HOUSE OF HAMILTON WENTWORTH	Abuse Line Business Line	**547-8484** **547-8485**	**366**
Italian Community Centre (HAMILTON DANTE CENTRE FOR ITALIAN LANGUAGE CULTURE INC.)		**527-3400**	**260**

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JEWISH COMMUNITY CENTRE OF HAMILTON WENTWORTH AND AREA		**648-0605**	**367**
Jewish Federation, Hamilton (HAMILTON JEWISH FEDERATION)	Burlington Res.	**648-0605** **527-8577**	**271**
Jewish Home for the Aged, Shalom Village, Hamilton (HAMILTON JEWISH HOME FOR THE AGED - SHALOM VILLAGE)		**528-5377**	**272**
JEWISH SOCIAL SERVICES		**527-8444**	**368**
Job Readiness Training Program (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)		**575-2228**	**401**
JOHN HOWARD SOCIETY OF HAMILTON WENTWORTH AND DISTRICT		**523-7460**	**369**
Stoney Creek Office		**664-7400**	**370**
John Reesor Centre (BRAIN INJURY SERVICES OF HAMILTON)		**521-9884**	**35**
JUNIOR ACHIEVEMENT		**525-5343** **525-5385** **FAX 525-9755**	**371**
JUNIOR LEAGUE OF HAMILTON/BURLINGTON		**529-1707**	**372**

JUVENILE DIABETES FOUNDATION - CANADA	(24 Hours)	**333-4660**	**373**
Juvenile Probation Services (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)		**525-0072**	**459**

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Kensington Residence (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)		**528-0281**	**237**
Kentley Residence (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)		**528-0281**	**238**
KIDNEY FOUNDATION OF CANADA, HAMILTON AND DISTRICT CHAPTER		**574-5222**	**374**
Kids Help Phone (CANADIAN CHILDREN'S FOUNDATION)	(24 hours)	**1-800-668-6868**	**91**
Kids Hot Line (TELECARE)		**546-KIDS (546-5437)**	**596**
Kids Hotline (CANADIAN CHILDREN'S FOUNDATION)	(24 hours)	**1-800-668-6868**	**91**
Kirkendall-Strathcona Neighbourhood House (WESLEY URBAN MINISTRIES INC.)		**528-8485**	**640**
Kiwanis Boys' and Girls' Club, Hamilton East (HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION)		**549-2814**	**263**
Kiwanis, Hamilton East Community Services Corporation (HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION)		**545-0545**	**262**

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Labour Council, Hamilton and District (HAMILTON AND DISTRICT LABOUR COUNCIL)		**547-2944**	**220**

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Labour, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF LABOUR)	**521-7736**	**483**
Landlord Tenant Advisory Bureau (ONTARIO. ONTARIO MINISTRY OF HOUSING)	Local Calls **528-8701** Long Distance **1-800-668-9596** **Zenith 96000**	**479**
L'ARCHE HAMILTON	**544-5401**	**375**
LAW SOCIETY OF UPPER CANADA		
Dial-A-Law	**1-800-387-2920** Toronto: **1-416-947-3333**	**376**
Lawyer Referral Service	**1-800-268-8326** Toronto: **1-416-947-3330** **TTY-TDD 1-416-971-4294**	**377**
Lawson Lodge (SALVATION ARMY)	**527-6212**	**567**
LEARNING DISABILITIES ASSOCIATION OF HAMILTON-WENTWORTH	**523-1332**	**378**
Legal Aid Assessment (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	**521-7810**	**455**
Legal Aid Plan, Ontario (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	**528-0134**	**495**
Legal Services, Dundurn Community (DUNDURN COMMUNITY LEGAL SERVICES)	**527-4572**	**173**
Legal Services, Dundas (DUNDAS COMMUNITY SERVICES)	**627-5461**	**168**
Legal Services, Multicultural (HAMILTON AND DISTRICT MULTICULTURAL COUNCIL)	**528-0258**	**223**
Legal and Community Services, Hamilton Mountain (HAMILTON MOUNTAIN LEGAL COMMUNITY SERVICES)	**575-9590** **FAX 574-8233**	**274**
Legal and Community Services, McQuesten (McQUESTEN LEGAL AND COMMUNITY SERVICES)	**545-0442**	**389**
Legal Services (HAMILTON PSYCIATRIC HOSPITAL)	**388-2511** **Ext.4246**	**280**

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Legal Services (McMASTER UNIVERSITY)	528-9887 528-9127	384
LEMAN BROTHERS MUSCULAR DYSTROPHY FOUNDATION	578-1406 338-3680	379
Lifeskills Training Centre (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)	547-3723	228
Literacy Council, Hamilton and District (HAMILTON AND DISTRICT LITERACY COUNCIL)	529-9907	221
LONAR (HAMILTON WENTWORTH. MUNICIPALITY OF HAMILTON WENTWORTH)	546-2334	324
Lump Sum Death Benefits and Survivor's Benefits (CANADA. HEALTH AND WELFARE CANADA)	572-2292	67
LUNG ASSOCIATION - HAMILTON WENTWORTH	527-5864	380
LYNWOOD HALL CHILDREN'S CENTRE	389-1361	381

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Macassa Lodge (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	575-1500	329
Macassa Lodge Outreach Program (HAMILTON WENTWORTH REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH	575-1500 Ext.220	330
MacIntosh Children's Residence (ROBERT MAC HOME FOR RETARDED CHILDREN)	527-1313	527
McMASTER UNIVERSITY	525-9140	382
Community Information	Ext.3659	
McMaster Students Union Incorporated	528-9887	383
Duty Counsel	528-9887 528-9127	384
Sexual Education Centre	525-9140 Ext.2041	385
McMaster University Art Gallery	525-9140 Ext.3081	386
Small Business Advisory Unit	525-9140 Ext.2060	387

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Urban Documentation Centre	525-9140 Ext.4745	388
McMaster University Medical Centre Site (CHEDOKE-McMASTER HOSPITALS)	521-2100	135
McQUESTEN LEGAL AND COMMUNITY SERVICES	545-0442	389
MCCR (ONTARIO. ONTARIO MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS)	521-7554 FAX 521-7511	460
MCSS (ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	521-7280	448
March of Dimes, Ontario (ONTARIO MARCH OF DIMES)	547-9233 FAX 547-5871	430
Marketing Practices Branch (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	572-2873	43
Martha House (GOOD SHEPHERD CENTRE)	523-8895	207
Marty Karl Centre for Personal Development (MISSION SERVICES OF HAMILTON)	528-4211	396
Matching Program (BIG SISTER ASSOCIATION OF HAMILTON AND DISTRICT INC.)	529-7143	26
Meals on Wheels Hamilton and Stoney Creek (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	522-1022	607
Meals on Wheels, Ancaster (ANCASTER MEALS ON WHEELS)	648-6675	11
Meals on Wheels, Millgrove (MILLGROVE MEALS ON WHEEL)	689-7228 689-5777	391
MEALS ON WHEELS DUNDAS	628-8835 628-6561	390
Meals-on-Wheels Flamborough (CANADIAN RED CROSS SOCIETY FLAMBOROUGH BRANCH)	689-0732	113

Mediation Service, Unified Family Court (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	**577-8308**	**501**
Memorial Society, Hamilton (HAMILTON MEMORIAL SOCIETY)	(answering machine) **389-8240**	**273**
Men's Centre (GOOD SHEPHERD CENTRE)	**528-9109**	**208**
Men's Residence and Rehabilitation Centre (MISSION SERVICES OF HAMILTON)	**528-7635** **528-2327**	**394**
Men's Social Services Department (SALVATION ARMY)	**527-2755**	**568**
Mental Health Services, East Region (EAST REGION MENTAL HEALTH SERVICES)	**573-4801**	**175**
Mentally Retarded, Hamilton and District Association for (former name) (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)	**528-0281**	**227**
Mentally Retarded, North Wentworth Association for the (NORTH WENTWORTH ASSOCIATION FOR THE MENTALLY RETARDED)	**628-6147**	**426**
Meter Inspection (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	**572-2774**	**42**
MILLGROVE MEALS ON WHEELS	**689-7228** **689-5777**	**391**
Misleading Advertising (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	**572-2873**	**43**
MISSION SERVICES OF HAMILTON	**528-4211**	**392**
Inasmuch House for Women in Crisis	Business Line **529-8149** Abuse Line **529-8600**	**393**

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Men's Residence and Rehabilitation Centre	528-7635 528-2327	394
Mission Services Help Centre	544-3700	395
Marty Karl Centre for Personal Development	528-4211	396
Mobile Toy Lending Library (SEVEN TOWERS RESOURCE CENTRE)	574-9344	583
MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY		
Fennell Campus	575-1212	397
Brantdale Campus		
Job Readiness Training Program	575-2228	401
Basic Employment Training	575-2228	402
Basic Job Readiness Training	575-2228	403
Employment Strategies for Success	575-2228	404
Focus on Skills	575-2228	405
Focus on Skills - English as a Second Language	575-2228	406
Chedoke Campus		
Chedoke Health Sciences Education Centre	575-1515	398
Job Readiness Training Program		
Training the Handicapped Adult in Transition	575-2517	407
Wentworth Campus		
Contract Training Services Division	575-2130	
Construction Trades Training Program	Saltfleet: 662-3700	399
Job Readiness Training Program		
Hospitality Employment Program	521-9993 521-9846	400
Highview Campus	575-5973	408
Kiwanis Campus		
Job Readiness Training Program		
Career Planning for Women	575-2228 545-5102	409
Mohawk Trail Campus	388-1642	410
Mohawk McMaster Education Centre	522-3361 (Mohawk) 575-1212 Ext.2244 (McMaster) 525-9140 Ext.2020	411
New Credit Indian Reserve Campus		
Job Readiness Training Program		
Native Basic Job Readiness Training	1-416-768-5207	412
Saltfleet Campus	662-3700 575-1212	413
Hamilton Industrial Training Centre	662-7881	414

Wentworth Campus Job Readiness Training Program Women Into Trades and Technology	575-2310 575-2228	415 416
Mohawk Road Residence (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)	528-0281	239
Mohawk Trail Campus (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	388-1642	410
Mohawk McMaster Education Centre (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	522-3361 (McMaster) 525-9140 Ext.2020 (Mohawk) 575-1212 Ext.2244	411
Moms and Tots Drop In Centre (HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION)	545-1666	266
MORE (ONTARIO. ONTARIO MINISTRY OF HEALTH)	1-416-921-1130	472
Moreland Centre (CHEDOKE-McMASTER HOSPITALS)	521-2100 Ext.7591	133
Mount Nemo Lodge Nursing Home (CANADIAN REFORMED SOCIETY FOR A HOME FOR THE AGED INC.)	632-6192	114
MP (CANADA. HOUSE OF COMMONS)		76
MPP (ONTARIO. ONTARIO LEGISLATURE)		437
MS Society (MULTIPLE SCLEROSIS SOCIETY OF CANADA - HAMILTON AND DISTRICT)	527-7874	417
Multicultural Council, Hamilton and District Inc. (HAMILTON AND DISTRICT MULTICULTURAL COUNCIL INC.)	528-0258	222
Multilingual Information Centre (ONTARIO. ONTARIO MINISTRY OF REVENUE)	1-800-263-7965 French 1-800-668-5821	489
Multiple Organ Retrieval and Exchange Program of Ontario (ONTARIO. ONTARIO MINISTRY OF HEALTH)	1-416-921-1130 1-800-263-2833	472

MULTIPLE SCLEROSIS SOCIETY OF CANADA - HAMILTON AND DISTRICT	**527-7874**	**417**
MUMC (CHEDOKE-McMASTER HOSPITALS)	**521-2100**	**135**
Muscular Dystrophy Foundation (LEMAN BROTHERS MUSCULAR DYSTROPHY FOUNDATION)	**578-1406** **338-3680**	**379**

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NATIVE AND ALLIED YOUTH ASSOCIATION	**545-1715**	**418**
Native Basic Job Readiness Training (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	**1-416-768-5207**	**412**
Native Women's Centre (HAMILTON WENTWORTH CHAPTER OF NATIVE WOMEN INC.)	**522-1501**	**302**
NAVY LEAGUE OF CANADA - HAMILTON BRANCH (evenings only)	**522-4414**	**419**
NEIGHBOUR TO NEIGHBOUR CENTRE	**574-1334**	**420**
New Horizons (CANADA. HEALTH AND WELFARE CANADA)	**572-2559**	**75**
Newcombe House (DAWN PATROL GROUP HOMES INC.)	**528-0386**	**157**
NORTH CENTRAL COMMUNITY SCHOOL	**527-7752**	**421**
NORTH END INFORMATION SERVICE	**529-8483**	**422**
North End Duty Counsel		**423**
North End Housing Registry		**424**
NORTH HAMILTON COMMUNITY HEALTH CENTRE	**523-6611**	**425**
NORTH WENTWORTH ASSOCIATION FOR THE MENTALLY RETARDED	**628-6147**	**426**
Nursing Assistants, Department of (ONTARIO. ONTARIO MINISTRY OF COLLEGES AND UNIVERSITIES)	**529-1187**	**447**
Nursing Registry, Community (COMMUNITY NURSING REGISTRY)	**527-2646**	**150**

Nutrition Committee, Hamilton Wentworth (HAMILTON WENTWORTH NUTRITION COMMITTEE)	**521-2100 Ext.5476**	**304**
Nutrition Services (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**546-3521 546-3630**	**313**

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OAS (CANADA. HEALTH AND WELFARE CANADA)	**572-2292**	**71**
OCCUPATIONAL HEALTH CLINIC FOR ONTARIO WORKERS	**549-2552**	**427**
Occupational Health and Safety, Canadian Centre for (CANADA. CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY (The))	Office **572-2981** Enquiries Service **572-4400** Toll Free **1-800-263-8466** **FAX 572-4500**	**37**
OFFICE OF THE OMBUDSMAN	English **1-800-263-1830** French **1-800-387-2620**	**428**
OHIP (former name) (ONTARIO. ONTARIO MINISTRY OF HEALTH)	(public enq.) **521-7100**	**474**
Old Age Security Pension (CANADA. HEALTH AND WELFARE CANADA)	**572-2292**	**71**
Ombudsman Ontario (OFFICE OF THE OMBUDSMAN)	English **1-800-263-1830** French **1-800-387-2620**	**428**
Ontario Development Corporation (ONTARIO. ONTARIO MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY)	**521-7785**	**482**
ONTARIO FEDERATION FOR CEREBRAL PALSY	**1-416-787-4595**	**429**
Ontario Health Card (ONTARIO. ONTARIO MINISTRY HEALTH)	(public enq.) **521-7100**	**474**
Ontario Heart Foundation (HEART AND STROKE FOUNDATION OF ONTARIO)	**545-2400**	**355**

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Ontario Housing Corporation (Southern Ontario Branch) (ONTARIO. ONTARIO MINISTRY OF HOUSING)	521-7500	476
Ontario Legal Aid Plan (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	528-0134	495
ONTARIO MARCH OF DIMES	547-9233	430
	FAX 547-5871	
Assistive Devices	1-416-685-5461	431
	1-800-263-4742	
Employment Assessment Services Centre	547-9233	432
Outreach Attendant Care	(Hamilton) 527-6653	433
	(Halton) 876-4466	
	FAX 876-4434	
Post Polio Association of Hamilton Wentworth	547-9233	434
Supportive Living Centre (The)		
St. John Place	527-6653	435
	FAX 527-7201	
Villa Verdi	528-4261	436
	FAX 528-6585	
ONTARIO. ONTARIO LEGISLATURE		
Members of Provincial Parliament		
Hamilton Centre Riding	529-1277	437
Hamilton East Riding	544-9644	438
Hamilton Mountain Riding	388-9734	439
	FAX 388-7862	
Hamilton West Riding	527-2556	440
Wentworth East Riding	662-4442	441
	561-5793	
Wentworth North Riding	628-6558	442
ONTARIO. ONTARIO MINISTRY OF AGRICULTURE AND FOOD		
Hamilton/Wentworth Office	527-2995	443
ONTARIO. ONTARIO MINISTRY OF CITIZENSHIP	521-7229	444
	1-800-263-8514	
	FAX 1-416-521-7613	
Ontario Human Rights Commission		
Compliance Branch and Race Relations Division	521-7609	445
	1-800-263-9344	
Ontario Welcome House	521-7569	446

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ONTARIO. ONTARIO MINISTRY OF COLLEGES AND UNIVERSITIES			
Department of Nursing Assistants		529-1187	447
ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES		521-7280	448
Direct Services - Adults		521-7280	449
Children's Services Branch			
Direct Services - Children		521-7280	450
Handicapped Children's Benefits	(ask for HCB)	521-7280	451
Special Needs and Handicapped Children's Benefits		521-7456	452
Community Programs		521-7280	453
Direct Services			
Income Maintenance		521-7280	454
Legal Aid Assessment		521-7810	455
Vocational Rehabilitation Services		521-7280	456
Income Maintenance Review Unit		521-7280	457
Youth Correcticns Program			
Arrell Youth Centre		574-0610	458
Juvenile Probation Services		525-0072	459
ONTARIO. ONTARIO MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS		521-7554 FAX 521-7511	460
Support Services Division			
Communications Services Branch			
Consumer Information Centre		1-800-268-1142 Toronto area 416-326-8555 Toronto area 416-326-8556	461
ONTARIO. ONTARIO MINISTRY OF CORRECTIONAL SERVICES			
Hamilton Centre		521-7527	462
Hamilton East		549-9977	463
Hamilton East - Mountain Office		387-5453	464
Operations Division			
Hamilton Wentworth Detention Centre		523-8800	465
ONTARIO. ONTARIO MINISTRY OF CULTURE AND COMMUNICATIONS		521-7229 1-800-263-8514 FAX 1-416-521-7613	466
Agencies			
Royal Botanical Gardens		527-1158 1-800-668-9449	467

ONTARIO. ONTARIO MINISTRY OF EDUCATION	**527-7226**	**468**
	575-2026	
	FAX 527-5155	
Youth Employment Services Branch		
Futures	**388-1642**	**469**
	1-800-387-0777	
Youth Hotline	**1-800-387-0777**	**470**
	(Youth Hotline) **TTY-TDD 1-800-387-0743**	
ONTARIO. ONTARIO MINISTRY OF HEALTH		
Assistive Devices Program	(Gen. Info.) **523-8600**	**471**
	TTY/TDD 1-800-268-6023	
Multiple Organ Retrieval and Exchange	**1-416-921-1130**	**472**
Program of Ontario	**1-800-263-2833**	
Drugs and Devices Division		
Drug Programs Branch		
Health 65 Card	(call collect)	**473**
	Kingston **1-613-548-6552**	
	(Toronto) **1-416-965-9337**	
Health Insurance Division		
Ontario Health Card	(public enq.) **521-7100**	**474**
Information and Systems Division		
District Health Council Program		
Hamilton Wentworth District Health Council	**389-1321**	**475**
ONTARIO. ONTARIO MINISTRY OF HOUSING	**521-7500**	**476**
Housing Authority Offices		
Hamilton Wentworth Housing Authority	**521-7399**	**477**
Rent Review Wing		
Rent Review Services Branch		
Ontario's Rent Registry	**528-8701**	**478**
	1-800-387-9060	
Rent Review Services	local calls **528-8701**	**479**
	long distance **1-800-668-9596**	
	Zenith 96000	
ONTARIO. ONTARIO MINISTRY OF INDUSTRY,	**521-7783**	**480**
TRADE AND TECHNOLOGY	Small Bus. Hotline: **1-800-387-6142**	
Business Advisory Centre	**577-6606**	**481**
	(New Ventures) **1-800-387-0070**	
Ontario Development Corporation	**521-7785**	**482**

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ONTARIO. ONTARIO MINISTRY OF LABOUR	521-7736	483
Office of the Employer Advisor	521-7850	484
	1-800-263-8564	
Office of the Worker Advisor	521-7571	485
	1-800-263-9209	
	1-800-263-8572	
Workers' Compensation Board	523-1800	486
	1-800-263-8488	
ONTARIO. ONTARIO MINISTRY OF REVENUE		
Retail Sales Tax Branch	521-7504	487
	1-800-263-9229	
	French 1-800-668-5821	
Tax Revenue and Grants Program		
Guaranteed Income and Tax Credit Branch,		
Guaranteed Annual Income System		488
Ontario Tax Credits		491
Multilingual Information Centre		489
Ontario Tax Grants for Seniors		490
ONTARIO. ONTARIO MINISTRY OF SKILLS DEVELOPMENT		492
Skills Training Division		
Apprenticeship Branch	521-7764	493
ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL	1-416-326-2220	494
Ontario Legal Aid Plan	528-0134	495
Communications Branch		
Victim Witness Assistance Program	528-0054	496
Ontario Court of Justice		
General Division	528-6708	497
Small Claims Court	522-9063	498
Provincial Division	525-1840	499
Unified Family Court	525-1550	500
Unified Family Court, Mediation Service	577-8308	500
Support and Custody Enforcement Office	taped message 1-800-267-7263	502
ONTARIO. ONTARIO MINISTRY OF THE ENVIRONMENT		
Operations Division		
West Central Region	521-7640	503

ONTARIO. ONTARIO MINISTRY OF TOURISM AND RECREATION			
Tourism and Recreation Operations Division			
Ontario Travel Information	(Toronto area)	**1-416-965-4008**	**504**
	(English outside Toronto area)	**1-800-668-2746**	
	(French)	**1-800-268-3736**	
		TTY-TDD 1-965-6027	
Recreation Office		**521-7244**	**505**
		1-800-263-8521	
Health Card 65 (ONTARIO. ONTARIO MINISTRY OF HEALTH)		(call collect)	**473**
	(Kingston)	**1-613-548-6552**	
	(Toronto)	**1-416-965-9337**	
ONTARIO SOCIETY FOR AUTISTIC CITIZENS			
Hamilton Wentworth Chapter		**525-9140**	**506**
		Ext.3418	
		389-6685	
Ontario Students Against Drunk Driving (COUNCIL ON ROAD TRAUMA)		**528-7149**	**153**
Ontario Tax Credits (ONTARIO. ONTARIO MINISTRY OF REVENUE)		**1-800-263-7965**	**491**
	(French)	**1-800-668-5821**	
		TTY-TDD 1-800-263-7776	
Ontario Tax Grants for Seniors (ONTARIO. ONTARIO MINISTRY OF REVENUE)		**1-800-263-7965**	**490**
	(French)	**1-800-668-5821**	
		TTY-TDD 1-800-263-7776	
Ontario Travel Information (ONTARIO. ONTARIO MINISTRY OF TOURISM AND RECREATION)	(Toronto area)	**1-416-965-4008**	**504**
	(English outside Toronto area)	**1-800-668-2746**	
	(French)	**1-800-268-3736**	
		TTY-TDD 1-965-6027	
Ontario Welcome House (ONTARIO. ONTARIO MINISTRY OF CITIZENSHIP)		**521-7569**	**446**
Ontario's Rent Registry (ONTARIO. ONTARIO MINISTRY OF HOUSING)		**528-8701**	**478**
		1-800-387-9060	
OPERATION BLESSING		**549-7153**	**507**

Operation Lifeline (INTERFAITH COUNCIL FOR REFUGEES IMMIGRATION AND HUMAN RIGHTS)		**523-4031**	**365**
Opportunities For Women Program (ELIZABETH FRY SOCIETY - HAMILTON BRANCH)		**527-3097**	**183**
Orphan's Benefit (CANADA. HEALTH AND WELFARE CANADA)		**572-2292**	**68**
Ostomy Association, Hamilton and District Inc. (HAMILTON AND DISTRICT OSTOMY	24 hours	**389-8822**	**224**
Outpatient Rehabilitation Services (ST. PETER'S HOSPITAL)		**549-4030** **549-6525** **Ext. 355**	**556**
Outreach Attendant Care (ONTARIO MARCH OF DIMES)	Hamilton Halton **FAX**	**527-6653** **876-4466** **876-4434**	**433**
Outreach Program (SENIOR PEER COUNSELLING)		**525-8033**	**577**
OVEREATERS ANONYMOUS	(24 hour tape)	**549-5442**	**508**

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Palliative Care Program, Hamilton Wentworth (HAMILTON WENTWORTH PALLIATIVE CARE PROGRAM)		**389-4411** **Ext.2213**	**305**
Palliative Care Team. Hamilton General Division (HAMILTON CIVIC HOSPITALS)	answering machine	**527-0271**	**252**
Palliative Care Team. Henderson General Division (HAMILTON CIVIC HOSPITALS)		**389-4411**	**259**
Parent - Child Resource Centre (HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION)		**545-1666**	**267**
PARENT FINDERS - HAMILTON AND DISTRICT		**547-2202**	**509**
Parent/Caregiver and Child Program (SEVEN TOWERS RESOURCE CENTRE)		**574-9344**	**584**

PARENTAL STRESS SERVICES	Office **333-3971** Hotline **632-7976** Hotline **527-5717**	**510**
Parental Support Unit (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**546-4890**	**326**
Parent and Child Program (QUEENSTON PARENT-CHILD DROP IN CENTRE)	**545-6551**	**525**
Parent and Child Program (TAMI'S)	**529-5000**	**593**
Parent and Child Resource Centre (WESLEY URBAN MINISTRIES INC.)	**527-1908**	**642**
Parents Anonymous (PARENTAL STRESS SERVICES)	Office **333-3971** Hotline **632-7976** Hotline **527-5717**	**510**
Parents of Multiple Births Association, Hamilton (HAMILTON PARENTS OF MULTIPLE BIRTHS ASSOCIATION)	TWIN **574-8946**	**276**
PARKINSON FOUNDATION OF CANADA - HAMILTON CHAPTER	**544-8907** **544-3214**	**511**
Parks and Recreation Department, Ancaster (ANCASTER. TOWN OF ANCASTER)	**648-4571**	**13**
Recreation Department, Dundas (DUNDAS TOWN OF DUNDAS)	**628-6327** **Ext. 270**	**172**
Parks and Recreation Department, Hamilton, (HAMILTON. CITY OF HAMILTON)	**546-2750** **546-4620** **546-4788**	**247**
Parks and Recreation Department, Stoney Creek (STONEY CREEK. CITY OF STONEY CREEK)	**643-1261** **Ext.270**	**590**
Parole Office (CANADA. CORRECTIONAL SERVICES CANADA)	**572-2695**	**47**
PARTICIPATION HOUSE- Hamilton and District Attendant Care Outreach Program	**692-4465**	**512** **513**
Passport Office (CANADA. EXTERNAL AFFAIRS CANADA)	**572-2831** Tape **572-2217**	**60**

PASTORAL COUNSELLING CENTRE (HAMILTON-WENTWORTH)	**529-5400**	**514**
PATH EMPLOYMENT SERVICES	**545-3475**	**515**
	FAX 545-1241	
	TYY-TDD 545-1448	
Creative Employment Initiatives Program (CEIP)		**516**
Patterson House (DAWN PATROL GROUP HOMES INC.)	**549-3740**	**158**
Peer Counselling, Senior (SENIOR PEER COUNSELLING)	**528-4740**	**576**
	528-5241	
Peoples Church (CHRISTIAN COUNSELLING SERVICES)	**387-6076**	**140**
Personality Treatment Team (HAMIILTON CIVIC HOSITALS)	**527-0271**	**256**
	Ext.4920	
PHN (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	Hamilton **546-3500**	**316**
	546-3594	
	East End **546-3547**	
	Dundas **628-6325**	
	Hamilton Mountain **546-3588**	
	Stoney Creek **664-4232**	
	Parent Child Info Line **546-3618**	
Placement Assistance to the Handicapped (PATH EMPLOYMENT SERVICES)	**545-3475**	**515**
	FAX 545-1241	
	TTY-TDD 545-1448	
Placement Coordination Service (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	**528-1512**	**608**
PLANNED PARENTHOOD HAMILTON	**529-5548**	**517**
Dr. Elizabeth Bagshaw Birth Control Clinic	**528-3009**	**518**
Facts of Life Line	24 hours **529-5922**	**519**
Thelma Will Resource Centre	**529-5548**	**520**
Planning and Development Department (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**546-4101**	**345**
POISON INFORMATION CENTRE	**1-416-598-5900**	**521**
(For area codes 416, 519, 613, 705, 807 only)	**1-800-268-9017**	

Police, Hamilton Wentworth Regional (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	(Administration) **546-4925** Emergency **911**	**342**
PORTUGUESE INFORMATION CENTRE	**526-9917** **527-4393**	**522**
Post Polio Association of Hamilton-Wentworth (ONTARIO MARCH OF DIMES)	**547-9233** **FAX 547-5871**	**434**
Postmortem Benefit Applications (CANADA. HEALTH AND WELFARE CANADA)	**575-2292**	**69**
Preschool Adventure Program (WESLEY URBAN MINISTRIES INC.)	**527-1908**	**643**
Preschool Program - Child Development Centre (HAMILTON ASSOCIATION FOR COMMUNITY LIVING)	**526-0754**	**232**
PRESCHOOL FOR HEARING IMPAIRED STUDENTS	**387-5744**	**523**
Probation and Aftercare (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	**525-0072**	**459**
Probation and Parole (HAMILTON WENTWORTH ASSOCIATION OF VOLUNTEER PROBATION AND PAROLE OFFICERS)	**521-7527**	**301**
Product Safety Office (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	**572-2845**	**44**
Project First Step (Congress Court) (CATHOLIC FAMILY SERVICES OF HAMILTON WENTWORTH)	**527-3823**	**119**
Project First Step (MacNab Street) (CATHOLIC FAMILY SERVICES OF HAMILTON WENTWORTH)	**527-3823**	**120**
Project First Step (Mountain) (CATHOLIC FAMILY SERVICES OF HAMILTON WENTWORTH)	**527-3823**	**121**
Provincial Courts (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	**525-1840**	**499**
Provincial Division (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	**525-1840**	**499**
Psychiatric Hospital, Hamilton (HAMILTON PSYCHIATRIC HOSPITAL)	**388-2511**	**278**

	Phone #	Entry #
Psychiatric Outreach Programme, Wellington (WELLINGTON PSYCHIATRIC OUTREACH PROGRAMME)	522-9767	618
PSYCHIATRIC PATIENT ADVOCATE OFFICE	388-2454	524
Psychiatric Rehabilitation Programme (ST. JOSEPH'S HOSPITAL)	521-6001	541
Psychiatric Services, Communtity (ST. JOSEPH'S HOSPITAL)	521-6040	544
Psychology, Hamilton Niagara Academy of (HAMILTON NIAGARA ACADEMY OF PSYCHOLOGY)	388-2511 Ext.4541	275
Public Health Dentistry (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-3566	314
Public Health Department (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-3500	309
Public Health Inspection Services (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-3570	315
Public Health Nursing (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF WENTWORTH)	Hamilton 546-3500 546-3549 East End 546-3547 Dundas 628-6325 Hamilton Mountain 546-3588 Stoney Creek 664-4232 Parent Child Info Line 546-3618	316
Public Relations Department and Red Shield Appeal (SALVATION ARMY)	521-1660	574

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QUEENSTON PARENT-CHILD DROP IN CENTRE Parent and Child Program	545-6551	525

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Ralph Sazio Dental Clinic For Handicapped Children (CHEDOKE-McMASTER HOSPITALS)	521-2100 Ext.5528	134

	Phone #	Entry #
Rape Crisis Centre (SEXUAL ASSAULT CENTRE (HAMILTON AND AREA))	24hr Crisis Line **525-4573**	**586**
RBG (ONTARIO. ONTARIO MINISTRY OF CULTURE AND COMMUNICATIONS)	**527-1158** **1-800-668-9449**	**467**
RCMP (CANADA. SOLICITOR GENERAL OF CANADA)	**572-2401** If busy phone **1-800-268-9710**	**82**
Recreation Department, Ancaster (ANCASTER. TOWN OF ANCASTER)	**648-4571**	**13**
Recreation Department, Dundas (DUNDAS. TOWN OF DUNDAS)	**628-6327** **Ext. 270**	**172**
Recreation Department, Hamilton (HAMILTON. CITY OF HAMILTON)	**546-2750** **546-4620** **546-4788**	**247**
Recreation and Parks Department (STONEY CREEK. CITY OF STONEY CREEK)	**643-1261** **Ext.270**	**590**
Red Cross Society, Canadian (CANADIAN RED CROSS SOCIETY - DUNDAS BRANCH)	**628-2552**	**106**
Red Cross Society, Canadian (CANADIAN RED CROSS SOCIETY - FLAMBOROUGH BRANCH)	**689-0732**	**113**
Red Cross Society, Canadian (CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH)	**522-8485** **FAX 522-2826**	**107**
Reference Canada (CANADA. SUPPLY AND SERVICES CANADA)	**1-800-387-0700**	**84**
Refugees Immigration and Human Rights, Interfaith Council for (INTERFAITH COUNCIL FOR REFUGEES IMMIGRATION AND HUMAN RIGHTS)	**523-4031**	**365**
Reginald Gardener Lodge (BOLD PARK LODGE INCORPORATED)	**528-1504**	**30**
Regional Council (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		**308**
Regional Municipality of Hamilton Wentworth (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	**546-4111**	**307**

Rent Review Services (ONTARIO. ONTARIO MINISTRY OF HOUSING)	local calls **528-8701** long distance **1-800-668-9596** **Zenith 96000**	**479**
Residential Skills Development Program (CANADIAN MENTAL HEALTH ASSOCIATION - HAMILTON WENTWORTH BRANCH)	**521-0090**	**104**
Residential and Support Services, Homestead (HOMESTEAD RESIDENTIAL AND SUPPORT SERVICES)	**529-0454**	**357**
Retail Sales Tax Branch (ONTARIO. ONTARIO MINISTRY OF REVENUE)	**521-7504** **1-800-263-9229**	**487**
Retirement Pension (CANADA. HEALTH AND WELFARE CANADA)	**572-2292**	**70**
Revenue Canada, Taxation (CANADA. REVENUE CANADA TAXATION)	Local **522-8671** (416) Area **1-800-263-9200** **TTY/TDD 1-800-665-0345**	**81**
Revenue, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF REVENUE)	**521-7504** **1-800-263-9229**	**487**
Right to Life, Hamilton (HAMILTON RIGHT TO LIFE)	**528-3065**	**295**
ROBERT MAC HOME FOR RETARDED CHILDREN	**527-1313**	**526**
MacIntosh Children's Residence		**527**
Robert Street Residence (ST. LEONARD'S SOCIETY OF HAMILTON)	**572-1150**	**551**
Roman Catholic Separate School Board, Hamilton Wentworth (HAMILTON WENTWORTH ROMAN CATHOLIC SEPARATE SCHOOL BOARD)	**525-2930**	**348**
ROXBOROUGH PARC EAST END MULTI-SERVICE CENTRE	**545-0565**	**528**
Roxborough Family Support Resource Centre		
Adult and Child Program		**530**
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Royal Botanical Gardens (ONTARIO. ONTARIO MINISTRY OF CULTURE AND COMMUNICATIONS)	**527-1158** **1-800-668-9449**	**467**
Royal Canadian Mounted Police (CANADA. SOLICITOR GENERAL OF CANADA)	**572-2401** If busy phone **1-800-268-9710**	**82**

RSS (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-4800	321
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Safety Council, Hamilton (HAMILTON SAFETY COUNCIL)	385-7463 528-9906	296
Safety Services and Youth (CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH)	522-8485	111
ST. ANDREW'S BENEVOLENT SOCIETY OF HAMILTON	547-1939	532
ST. ELIZABETH VISITING NURSES ASSOCIATION	522-6887	533
ST. GEORGE'S BENEVOLENT SOCIETY OF HAMILTON	527-5641 527-4128	534
ST. GEORGE'S MISSION SOCIETY (S.G.M.S.) COUNSELLING CENTRE	528-7799	535
ST. JOHN AMBULANCE ASSOCIATION AND BRIGADE	387-1880	536
St. John Place (ONTARIO MARCH OF DIMES)	527-6653 FAX 527-7201	435
St. John Presbyterian Church (CHRISTIAN COUNSELLING SERVICES)	387-6076	141
ST. JOSEPH'S HOSPITAL	522-4941	537
Family Life Centre of St. Joseph's Hospital	527-3266	538
Firestone Chest and Allergy Clinic	521-6000	539
Hamilton Women's Detox Centre	545-9100	540
Psychiatric Rehabilitation Programme	521-6001	541
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Social Work Department	522-4941 Ext.3101	543
Community Psychiatric Services	521-6040	544
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English as a Second Language Program	529-2656 529-5209	546
ST. JOSEPH'S VILLA	627-3541	547
Senior's Day Centre	627-3541 Ext.270	548
ST. LEONARD'S SOCIETY OF HAMILTON	572-1150 FAX 572-9152	549
Community Services	572-1150	550
Robert Street Residence	572-1150	551
St. Leonard's Treatment Centre	529-8494	552
St. Martin's Manor (CATHOLIC FAMILY SERVICES OF HAMILTON WENTWORTH)	575-7500	122
ST. MATTHEW'S HOUSE	523-5546 FAX 523-5553	553
ST. PETER'S HOSPITAL	549-6525 FAX 545-0822	554
Easy Street	549-4030 549-6525 Ext. 355	555
Outpatient Rehabilitation Services	549-4030 549-6525 Ext. 355	556
Seating Clinic	549-4030 549-6525 Ext. 355	557
Silver Scissors	549-6525 Ext. 215	558
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ST. VINCENT DE PAUL SOCIETY	549-3902	560
SALEM CHRISTIAN MENTAL HEALTH ASSOCIATION, INC.		
Salem Christian Counselling Service	528-0353	561
SALVATION ARMY		
Calvert House Community Resource Centre	523-4390	562
Canadian and Refugee Program	525-4076	563

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Ellen Osler Memorial Home	627-1632	565
Family Services and Counselling	521-1660	566
Lawson Lodge	527-6212	567
Men's Social Services Department	527-2755	568
Suicide Prevention Bureau	(24 hours) 522-1477	569
Grace Haven	522-7336	570
Children's Corner	522-9952	571
Correctional Services Department	521-1660	572
Ontario South Divisional Headquarters	521-1660	573
Public Relations Department and Red Shield Appeal	521-1660	574
SALVATION ARMY DUNDAS	627-0572	575
SAM - Central (SENIORS ACTIVATION MAINTENANCE PROGRAM)	525-5632	580
SAM - East (SENIORS ACTIVATION MAINTENANCE PROGRAM)	544-4550	581
Schizophrenia, Hamilton Program for (HAMILTON PROGRAM FOR SCHIZOPHRENIA)	525-2838	277
Scout House and Scout Shop (BOY SCOUTS OF CANADA - HAMILTON WENTWORTH REGION)	528-5711 Scout shop 528-4662	31
Seating Clinic (ST. PETER'S HOSPITAL)	549-4030 549-6525 Ext. 355	557
Secretary of State, Canada (CANADA. DEPARTMENT OF THE SECRETARY OF STATE)	572-2355	48
Senior Citizens of Ontario Inc., United (UNITED SENIOR CITIZENS OF ONTARIO INC.)	547-0446	600
SENIOR PEER COUNSELLING	528-4740 528-5241	576
Outreach Program	525-8033	577
SENIOR TALENT BANK HAMILTON WENTWORTH REGION	522-0202	578
SENIORS ACTIVATION MAINTENANCE PROGRAM	525-5632	579
SAM - Central	525-5632	580
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Seniors Centre, Heritage Green (HERITAGE GREEN SENIORS CENTRE)		**573-3796** **573-3511**	**356**
Senior's Day Centre (ST. JOSEPH'S VILLA)		**627-3541** **Ext.270**	**548**
Seniors Privilege Card (ONTARIO. ONTARIO MINISTRY OF HEALTH)	(call collect) (Kingston) (Toronto)	 **1-613-548-6552** **1-416-965-9337**	**473**
Seniors Teletouch (TELETOUCH)	(If long distance, call collect)	**522-9567**	**597**
Separate School Board, Hamilton Wentworth Roman Catholic (HAMILTON WENTWORTH ROMAN CATHOLIC SEPARATE SCHOOL BOARD)		**525-2930**	**348**
SERENA HAMILTON	(24 hours)	**549-8526**	**582**
Services for Developmentally Handicapped (YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF HAMILTON BURLINGTON)		**522-9922**	**657**
Services for the Elderly Division (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		**546-4857** **628-6359** **FAX 628-8331**	**328**
SEVEN TOWERS RESOURCE CENTRE			
Mobile Toy Lending Library		**574-9344**	**583**
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Sexual Abuse Prevention Program (BIG BROTHER ASSOCIATION OF BURLINGTON AND HAMILTON WENTWORTH INC.)		**525-3860**	**23**
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Sexually Transmitted Diseases (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	(VD Hotline)	528-5894	320
SGMS Counselling Centre (ST. GEORGE'S MISSION SOCIETY (S.G.M.S.) COUNSELLING CENTRE)		528-7799	535
SHAIR INTERNATIONAL RESOURCE CENTRE		528-9055	587
Shalom Village, Jewish Home for the Aged, Hamilton (HAMILTON JEWISH HOME FOR THE AGED - SHALOM VILLAGE)		528-5377	272
Shelter and Housing Services Unit (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)		546-2225	332
Silver Scissors (ST. PETER'S HOSPITAL)		549-6525 Ext.215	558
Skills Development, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF SKILLS DEVELOPMENT)		521-7764	492
Sleep Disorders Clinic (ST. JOSEPH'S HOSPITAL)		521-6055	542
Small Business Advisory Unit (McMASTER UNIVERSITY)		525-9140 Ext.2060	387
Small Claims Court (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)		522-9063	498
SOCIAL PLANNING AND RESEARCH COUNCIL HAMILTON AND DISTRICT		522-1148	588
Social Planning and Policy Development Division (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	TTY-TDD	546-4887 522-1787	333
Social Services Department (HAMILTON CIVIC HOSPITALS)		527-0271 Ext.4313	254

Social Services Department, Regional Municipality of Hamilton Wentworth (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-4800	321
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Southam Centre (HAMILTON CIVIC HOSPITALS)	527-0271 Ext.4920	255
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SPCA (HAMILTON SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS)	547-1257	297
Special Assistance and Supplementary Aid (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-4883	327
Special Immunology Services (SIS) (HAMILTON CIVIC HOSPITALS)	527-0271 Ext.4953	257
Special Needs and Handicapped Children's Benefits (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	521-7456	452
Spouse's Allowance and Widowed Spouse's Allowance (CANADA. HEALTH AND WELFARE CANADA)	572-2292	74

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STB (SENIOR TALENT BANK HAMILTON WENTWORTH REGION)	**522-0202**	**578**
STONEY CREEK. CITY OF STONEY CREEK		
City Hall	**643-1261**	**589**
Recreation and Parks Department	**643-1261 Ext.270**	**590**
Battlefield House and Park	**662-8458**	**591**
Recreational Facilities	**643-1261 Ext.270**	**592**
Stoney Creek Family Y (YOUNG MEN'S CHRISTIAN ASSOCIATION OF HAMILTON BURLINGTON)	**662-7445** **FAX 662-4843**	**654**
Stroke Recovery Association, Hamilton And District (HAMILTON WENTWORTH STROKE RECOVERY ASSOCIATION)	**385-1639**	**349**
Sudden Infant Death Syndrome (SIDS) (CANADIAN FOUNDATION FOR THE STUDY OF INFANT DEATHS)	(Collect) **1-416-488-3260** **FAX 1-416-488-3864**	**97**
Suicide Prevention Bureau (SALVATION ARMY)	(24 Hours) **522-1477**	**569**
Suicide Prevention Council for Hamilton and District (COUNCIL ON SUICIDE PREVENTION FOR HAMILTON AND DISTRICT)	**577-9118**	**154**
Supply and Services Canada (CANADA. SUPPLY AND SERVICES CANADA)	**1-416-670-6200**	**83**
Support and Custody Enforcement Office (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	Taped Message **1-800-267-7263**	**502**

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Supreme District and Surrogate Court Office (former name) (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	**528-6708**	**497**

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Teen Drop In Program (WESLEY URBAN MINISTRIES INC.)	**527-1908**	**644**
TELECARE	**525-8612** Crisis Line **525-8611**	**595**
Telecare Youth Line	**546-KIDS** **(546-5437)**	**596**
TELETOUCH	(If long distance, call collect) **522-9567**	**597**
Teletouch Seniors (TELETOUCH)	(If long distance, call collect) **522-9567**	**597**
Thelma Will Resource Centre (PLANNED PARENTHOOD HAMILTON)	**529-5548**	**520**

Therapeutic Counselling (FAMILY SERVICES OF HAMILTON WENTWORTH, INC.)	523-5640 FAX 523-8699	195
Third Sector Employment Enterprises, Hamilton Wentworth (HAMILTON WENTWORTH THIRD SECTOR EMPLOYMENT ENTERPRISES)	528-9664 FAX 528-4600	350
Three Quarter House, Wayside (WAYSIDE HOUSE OF HAMILTON)	528-8969	616
Tourism and Recreation, Ontario Ministry of (ONTARIO. ONTARIO MINISTRY OF TOURISM AND RECREATION)	521-7244 1-800-263-8521	505
Tourist Information Centre (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-2666 546-2667	338
Town Hall, Ancaster (ANCASTER. TOWN OF ANCASTER)	648-4401	12
Town Hall, Dundas (DUNDAS. TOWN OF DUNDAS)	628-6327	171
Town Hall, Flamborough (FLAMBOROUGH. TOWN OF FLAMBOROUGH)	689-7351 524-0322 647-2577	199
Town of Ancaster (ANCASTER. TOWN OF ANCASTER)	648-4401	12
Town of Flamborough (FLAMBOROUGH. TOWN OF FLAMBOROUGH)	689-7351 524-0322 647-2577	199
Training the Handicapped Adult in Transition (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)	575-2517	407

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Treatment Centre, St. Leonard's (ST. LEONARD'S SOCIETY OF HAMILTON)	529-8494	552
TV HAMILTON - CABLE 14	523-1414 FAX 645-3234	598
Twenty Emerald Street North (ONTARIO MARCH OF DIMES)	527-6653 FAX 527-7201	435

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Unified Family Court (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	525-1550	500
Unified Family Court, Mediation Service (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	577-8308	501
United Nations Children's Fund (HAMILTON WENTWORTH UNICEF COMMITTEE)	529-3173	352
United Nations Children's International Centre (CHILDREN'S INTERNATIONAL LEARNING CENTRE)	529-8813 UNICEF 529-3173	139
UNITED SENIOR CITIZENS OF ONTARIO INC. Zone 14	547-0446	600
UNITED WAY OF BURLINGTON, HAMILTON-WENTWORTH	527-4543 FAX 527-5152	601
Unrelated Bone Marrow Donor Registry (CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH)	522-8485	112

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Urban Documentation Centre (McMASTER UNIVERSITY)	525-9140 Ext.4745	388

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Veterans Affairs Canada (CANADA. VETERANS AFFAIRS CANADA)	572-2531	85
Victim Witness Assistance Program (ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL)	528-0054	496
Victoria Avenue Residence (DAWN PATROL GROUP HOMES INC.)	528-2378	159
VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH	529-0700	602
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Visiting Nursing Program	529-0700	609
VON Volunteer Visiting Program	522-0053	610
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Visiting Support Service	389-1970	612
Visiting Library Service (HAMILTON PUBLIC LIBRARY)	527-5988	293
Visiting Nursing Program (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	529-0700	609

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Visiting Support Service (VISITING HOMEMAKERS ASSOCIATION OF HAMILTON WENTWORTH INC.)	389-1970	612
Visitors and Convention Services (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	546-4222 Tourism Information Line 522-7772	337
Vistas Club (WIDOW TO WIDOW)	522-9922	645
Vocational Rehabilitation Services (ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES)	521-7280	456
VOLUNTEER CENTRE OF HAMILTON AND DISTRICT	523-4444 FAX 523-7465	613
Volunteer Probation and Parole Officers Association, Hamilton Wentworth (HAMILTON WENTWORTH ASSOCIATION OF VOLUNTEER PROBATION AND PAROLE OFFICERS)	521-7527	301
Volunteer Program (ELIZABETH FRY SOCIETY - HAMILTON BRANCH)	527-3097	184
Volunteer Visiting Program, Victorian Order of Nurses (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	522-0053	610
VON (VICTORIAN ORDER OF NURSES HAMILTON HAMILTON WENTWORTH BRANCH)	529-0700	602
VON Home Care Program (VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH)	523-8600	605
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Webber House (FAMILY SERVICES OF HAMILTON WENTWORTH, INC.)	526-0028	196
Weights And Measures Inspection (CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON)	572-2974	45
Welcome House, Ontario (ONTARIO. ONTARIO MINISTRY OF CITIZENSHIP)	521-7569	446
WELCOME INN	525-5824	617
Welfare (CANADA. HEALTH AND WELFARE CANADA)	572-2292 FAX 572-2989	63
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Wentworth Lodge Home For The Aged (HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH)	628-6359	331

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Kirkendall-Strathcona Neighbourhood House		528-8485	640
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Teen Drop In Program		527-1908	644
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Wife Assault Helpline (INTERVAL HOUSE OF HAMILTON WENTWORTH)	Wife Assault Helpline Business Line	547-8484 547-8485	366
WITT (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)		575-2228	416
Women in Crisis, Inasmuch House (MISSION SERVICES OF HAMILTON)	Business Line Abuse Line	529-8149 529-8600	393
Women Into Trades and Technology (MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY)		575-2228	416
Women, Council of Women Hamilton and District (HAMILTON AND DISTRICT COUNCIL OF WOMEN)		526-9821	217
Women, Status of Women Committee, Hamilton (HAMILTON STATUS OF WOMEN COMMITTEE)	(City Hall)	546-3994	298
Women's Assault Helpline (INTERVAL HOUSE OF HAMILTON WENTWORTH)	Wife Assault Helpline Business Line	547-8484 547-8485	366
WOMEN'S CENTRE OF HAMILTON WENTWORTH		522-0127	646
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Women's Detox Centre, Hamilton (ST. JOSEPH'S HOSPITAL)		545-9100	540
WOODVIEW CHILDREN'S CENTRE		689-6898 689-4727	647
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Hamilton Day Treatment		545-7311	649
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Workers' Compensation Board (ONTARIO. ONTARIO MINISTRY OF LABOUR)	523-1800 1-800-263-8488	486
WORLD FEDERALISTS OF CANADA - HAMILTON CHAPTER	544-0769 628-2356	651
Worker Advisor, Office of (ONTARIO. ONTARIO MINISTRY OF LABOUR)	521-7571 1-800-263-9209 1-800-263-8572	485

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YMCA	529-7102	652
YOUNG MEN'S CHRISTIAN ASSOCIATION HAMILTON BURLINGTON	529-7102 FAX (416) 529-4485	652
Hamilton Mountain Family Y	574-9400 FAX (416) 574-7622	653
Stoney Creek Family Y	662-7445 FAX (416) 662-4843	654
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Youth Hotline (ONTARIO. ONTARIO MINISTRY OF EDUCATION)	Youth Hotline 1-800-387-0777 TTY-TDD 1-800-387-0743	470
Youth Services, Cornerstone (CHEDOKE-McMASTER HOSPITALS)	527-8115	130
YWCA (YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF HAMILTON BURLINGTON)	522-9922	655
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ABOUT FACE - HAMILTON AREA CHAPTER 1

Mail address: 37 Brookfield Blvd
Dunville, Ontario
N1A 2X7

Contact(s): Donna Cunningham, Vice President 647-3701
Jane Richardson, President (416) 774-8853

Description:

The organization provides emotional support, information to parents and awareness as to the causes and treatment of cleft palate and facial disfigurement due to birth defect, trauma, or disease.

Major Services:

1. Hospital visitation of new mothers of children with any cranial facial anomalies.
2. Bi-annual educational meetings given by medical professionals.
3. Distribution of printed material.
4. Informal parent group held every other month at parents' homes in Hamilton.
5. Newsletter.
6. Social events.

Area served: Hamilton Wentworth and Southwestern Ontario
Accessibility: N/A

ADDICTION RESEARCH FOUNDATION

Hamilton Area Office 2

20 Hughson Street South, Ste. #508 **525-1250**
Hamilton, Ontario **FAX 527-6957**
L8N 2A1

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Abram Friesen, Programme Director

Description:

The Addiction Research Foundation, in conjunction with community groups and organizations, plans, initiates, advocates, disseminates, maintains and evaluates research based programmes, products and services to prevent and alleviate substance abuse in Hamilton-Wentworth. Films, videos and print resources are available, at no cost, to the public.

Area served: Hamilton Wentworth
Accessibility: Yes, enter via Union Gas Office

ADDICTION RESEARCH FOUNDATION TORONTO

Drug and Alcohol Information Line **3**

33 Russell Street
Toronto, Ontario
M5S 2S1

1-800-387-2916
1-416-595-6111

Hours: 9:00 am to 9:00 pm Monday to Sunday (excluding Holidays)

Executive(s): Bill Gilliland, Supervisor 1-416-595-6067

Description:

A province wide service of the Addiction Research Foundation is the Drug and Alcohol Information Line. It has two main service components:

a) It provides access to a library of more than 60 audiotapes in English and French on alcohol and other drug topics.

b) An information services assistant provides information and referrals to appropriate treatment and/or other resources throughout Ontario.

Information is provided in a confidential and anonymous manner. The service operates seven days a week, except holidays. Toll-free telephone service and transcripts of each taped message are available from the Marketing Department. Please enclose cheque or money order for $1.00 + Provincial Sales Tax.

Area served: Ontario

ADOLESCENT COMMUNITY CARE 4

56 Hess Street South (24 hr. answering service) **524-2501**
Hamilton, Ontario
L8P 3N3

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Elizabeth Szkodziak, Program Coordinator

Description:

The program is a non-residential support service assisting special needs adolescents, ages 16-20, having difficulties adjusting to independent living in the community. Clinical counselling is not provided, but rather, assistance is geared toward essential survival needs. Major Services:

1. Housing: assists in locating temporary and long-term accommodation (moving, furnishing, budgeting).
2. Employment: information and referral, job preparation.
3. Education: information and referral to regular and alternative education programs.
4. Recreation: outings, house leagues, crafts and sports, volunteer program.
5. Life skills: distribution of information packages, referral to community resources, support program; budgeting, nutrition, maintaining an apartment.

Three staff persons are available to deal with discharge planning and follow-up; assessment, counselling, and formulating action plans with clients in one or more of the program areas.

Area served: Hamilton
Accessibility: Not accessible to the physically disabled

ADULT BASIC EDUCATION ASSOCIATION 5

Hamilton Public Library **527-2166**
55 York Boulevard, 6th Floor Hot Line **527-2222**
Hamilton, Ontario

Mail address: Box 2700 Station A
Hamilton, Ontario
L8N 4E4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Marta Vander Marel, Co-ordinator
Jim Horton, President

Description:

To reach educationally disadvantaged adults in Hamilton-Wentworth needing assistance with Adult Basic Education and English as a Second Language by coordinating activities, identifying service gaps to be filled by direct service providers and operating a confidential, neutral telephone referral system.

Major Services:

1. Operate a sensitive, neutral, confidential telephone referral service for adults interested in upgrading their education.
2. Organize and publish an up-to-date directory of Adult Basic Education Programs in the city. This includes programs such as one-to-one literacy tutoring, work/academic programs, classes from grades 1 - 12, English As A Second Language classes, classes for the handicapped, and pre-college/university preparation classes.
3. To raise public awareness of the problem of illiteracy by addressing agencies, potential clients, or any other interested group.
4. To keep people in the field informed of current happenings through newsletters, workshops and a yearly conference.

The Community Literacy Award recognizes those who make outstanding contributions to the cause of literacy in the Hamilton Wentworth Region.

Area served: Hamilton Wentworth
Accessibility: Yes

ALANON AND ALATEEN FAMILY GROUPS 6

522-1733

Mail address: P.O. Box 3711, Station C
Hamilton, Ontario
L8H 7N1

Hours: 24 hour answering service.
Volunteers phone back immediately.

Description:

We are a group of relatives and friends of alcoholics who share our experience, strength and hope in order to solve common problems. We believe alcoholism is a family illness and that changed attitudes can aid recovery. Our only purpose is to help families of alcoholics.

Major Services:

We do this by practicing the twelve steps, by welcoming and giving comfort to families of alcoholics and by giving understanding and encouragement to the alcoholic.

Area served: Hamilton Wentworth
Accessibility: Call to find out whether your group's location is accessible.
Fees: None - voluntary contributions.

ALCOHOLICS ANONYMOUS 7

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67 Queen Street South **522-8392**
Hamilton, Ontario
L8P 3R6

Hours: 10:00 am to 4:00 pm Monday to Friday
Emergency 24 hour service

Description:

Our primary purpose is to stay sober and help other alcoholics achieve sobriety.

Major Services:

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no fees or dues for A.A. membership; we are self supporting through our own contributions. Alcoholics Anonymous is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: None

ALZHEIMER SOCIETY HALTON-WENTWORTH BRANCH 8

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875 Main Street West
Lower Mall, Unit #6
Hamilton, Ontario
L8S 4P9

529-7030
FAX 529-3787

Hours: 8:30 am to 5:00 pm Monday to Friday

Description:

Alzheimer Disease is a slowly disabling brain disease which, at this time, is incurable. It mainly affects individuals over forty and especially the elderly. The Alzheimer Society has four main areas of concern: Family Support - to help the family members cope with the progressive neuronal deficits of the patient; Education - for family members and health professionals; Research; Advocacy.

Major Services:

1. Family support groups are in existence in different areas of Halton and Hamilton-Wentworth Regions.

2. Resource Centre for family and professional caregivers, students and others interested in information and reference material on Alzheimer's Disease. Books and videos available on loan.

3. Information Series for family caregivers - six week series, held four times per year.

4. Speaker available for community groups.

5. Wandering patient registries.

Area served: Hamilton Wentworth and Halton
Accessibility: Yes
Fees: No fees payable to access services.
$15.00 yearly membership (individual)
$10.00 yearly membership (seniors and students)

AMITY GOODWILL INDUSTRIES 9

225 King William Street 526-8481
Hamilton, Ontario
L8R 1B1

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Douglas S. Wallace, President/Executive Director
Ross McCrimmon, Chairperson

Description:

A vocational rehabilitation service for physically, emotionally and mentally handicapped people.

Major Services:

A program of vocational assessment, counselling, training, placement and sheltered employment.

Area served: Hamilton Wentworth and Halton, Brant, Niagara
Accessibility: Yes
Fees: None

ANCASTER INFORMATION CENTRE & COMMUNITY SERVICES INC. 10

314 Wilson Street East 648-6675
Ancaster, Ontario
L9G 2B9

Hours: 9:00 am to 3:30 pm Monday to Friday
(September to June)
9:00 am to 5:00 pm Monday to Friday
(Summer Hours)

Executive(s): Hazel Barton, Administrator
Dave Matson, Chairperson

Contact(s): Doris Holder, Community Worker

Description:

The purpose of the Information Centre is to provide for the people of Ancaster and the outlying community, an efficient and responsible type of service that is informative and helpful. We have various pamphlets, booklets and maps that are available to anyone upon request. Major services include:

Information and Referral, Youth Employment Service, Income Tax Service for seniors, babysitting courses, small meeting room facilities for local groups, tourist information, a weekly newspaper column in a local newspaper. We also provide an employment workshop for students requesting summer employment, and we help them in their search for a job. A community worker is available as a liaison with the local public re community and social service matters.

Area served: Ancaster, Carluke, Jerseyville, Alberton, Copetown, Lynden
Accessibility: Rear entrance is accessible

Ancaster Meals On Wheels **11**

648-6675

Contact(s): Mrs. Doris Holder, Co-ordinator

Description:

To provide meals for the elderly, the convalescent, the handicapped, or any in need of a meal and unable to provide for themselves.

Area served: Ancaster
Accessibility: Fully wheelchair accessible
Fees: $3.50 per meal

ANCASTER. TOWN OF ANCASTER 12

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300 Wilson Street East **648-4401**
Ancaster, Ontario
L9G 2B9

Contact(s): Robert E. Wade, Mayor
Ann Sloat, Deputy Mayor

Area served: Ancaster

286 Wilson Street East **648-4571**
Ancaster, Ontario
L9G 2B9

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Paul F. Harrison, Director
Joanne Webb, Assistant Recreation Director

Description:

1. Ancaster Senior Achievement Centre
2. Spring Valley Arena
3. Community Centres - Carluke Community Hall, Old Town Hall
4. Ancaster Aquatic Centre - 25 metre junior Olympic pool and therapeutic pool (2 pools within one building)
5. Outdoor Lions pool and meeting hall
6. For programs, parks, arenas and cemeteries, call the Recreation Department
7. Tennis courts - Ancaster Tennis Club - 2 courts at the High School
8. Summer Programs:
   a) 5 camp programs: Day Camp, Preschool Day Camp, Creative Camp, Sports Camp, Soccer Camp, Leadership Development Program;
   b) 9 playground locations;
   c) Tennis instruction and special excursions open to public;
9. Rentals of all facilities
10. Home of the World Tee-Ball Tournament, held every year on the long weekend in August.

Area served: Ancaster, but programs open to anyone
Accessibility: Yes
Fees: Charges for some programs

ART GALLERY OF HAMILTON 14

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123 King Street West **527-6610**
Hamilton, Ontario
L8P 4S8

Hours: 10:00 am to 5:00 pm Tuesday to Saturday
10:00 am to 9:00 pm Thursday
1:00 pm to 5:00 pm Sunday

Executive(s): Robert Swain, Director

Description:

"It is the basic purpose of the Art Gallery of Hamilton to develop and maintain a centre for the study and enjoyment of the visual arts by":

1. Providing an inviting environment that will increase the enjoyment and use of the existing and constantly developing resources of the Art Gallery;

2. Implementing a systematic acquisitions policy directed towards the continued enrichment of the Gallery's permanent collection of traditional and contemporary Canadian and related paintings, drawings, prints, sculptures, photographs and other works of art which satisfy the standards of the Acquisition Committee;

3. Ensuring the protection, conservation and preservation of the works of art in the permanent collection or on loan to the Gallery;

4. Organizing and promoting a variety of exhibitions of art of consistently high standard, intended to please and interest a large and varied section of the community;

5. Maintaining programs and suitable services to attract and inform the general public about the arts and to be particularly concerned to provide study facilities for students; and

6. Providing for artists and students of art, an opportunity to exhibit their own works in order to develop appreciation and critical judgement of their achievements."

Major Services:

Exhibitions, Gallery Tours, Studio Classes for Children, Studio and Art History Classes for Adults, Free Workshops for Children, Free Music Programs, Free Films, Art Rental, Gallery Shop.

To enter art shows in the area or to get information about them, contact the Art Gallery.

To provide patrons with lunch at the 'Cafe at the Gallery'. Open Tuesday to Friday, 11:30 am-1:30 pm, and open for Sunday afternoon tea at 2:00 pm to 4:00 pm.

Area served: Hamilton
Accessibility: Yes
Fees: Admission by suggested voluntary donation:
Adults - $2.00,
Seniors and Students - $1.00,
Children under 12 - free,
Gallery Members - free.
Free admission for all on Thursdays.

ARTHRITIS SOCIETY (THE) 15

Patterson Building
Sanatorium Road
Hamilton, Ontario

385-3262
General Info. **385-3263**

Mail address: P.O. Box 2000, Station A
Hamilton, Ontario
L8N 3Z5

Hours: 8:30 am - 4:30 pm

Contact(s): Elizabeth Heater, Secretary
Sydney Lineker, Director of Physiotherapy

Description:

Objective is directed toward people with Arthritis and consists of programs dealing with physiotherapy, occupational therapy, social services, support groups and public information.

Major Services:

1. To evaluate the physical and functional deficit of patients and resultant social problems.
2. Explain implications of this deficit to patients and their families.
3. Provide encouragement and support in establishing realistic treatment goals to overcome or minimize these deficits.
4. Assist the patient to achieve these goals.
5. Provide reports to the referring physician to assist him/her in making appropriate medical decisions.
6. Inform patients of available resources in the community and facilitate access to them.
7. Organize hydrotherapy programs.
8. Literature about arthritis available upon request from the Society's office.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

ASSOCIATION FOR EARLY CHILDHOOD EDUCATION, ONTARIO - HAMILTON BRANCH 16

545-6551

Mail address: c/o 349 Queenston Road
Hamilton, Ontario
L8K 1H8

Executive(s): Angela Dauda, President 523-5546

Description:

The Association is an organizaton for teachers, professionals, and other people who are interested in understanding and meeting the needs of pre-school age children, and informing the public of the value of preschool education.

Major Services:

1. Provide parents with information regarding what to look for when choosing day care for their children;

2. Provide information regarding children, ages 0-5, and their development;

3. Answer questions that parents might have regarding the needs and development of children between those ages;

4. Be a resource for people working in Early Childhood Education and refer them to specific sources of information;

5. Print newsletter five times a year;

6. Hold general meetings at least five times a year;

7. Make pamphlets and speakers available;

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $90.00 per year for professional membership
$65.00 per year for general membership

ASSOCIATION OF AGENCIES FOR TREATMENT AND DEVELOPMENT

1057 Main Street West
Hamilton, Ontario
L8S 1B7

522-5801

Hours: 8:30 am to 4:30 pm

Executive(s): Gary Michaluk, Executive Director

Contact(s): Elske Eybergen, Case Resources Co-ordinator
Darlene Sykes, Case Resources Co-ordinator

Description:

The Association of Agencies for Treatment and Development is a children's services coordinating body with voluntary membership, which facilitates the coordination, planning and development of services for children, adolescents and families in the Regional Municipality of Hamilton-Wentworth.

Major Services:

1. Administration Team - through regular meetings of the directors of the participating agencies, ongoing review, planning and coordinating of services to children takes place. Positive relationships between agencies are strengthened and gaps in services are identified and addressed.

2. Central Referral Team - a multi-agency, multi-disciplinary team whose primary purpose is to provide consultation pertaining to whether or not the child or youth requires a residential placement. In order to fulfill this purpose the Central Referral Team will pre-screen applications for residential beds for youngsters and adolescents who are experiencing emotional and/or behavioural difficulties. The team screens to determine the client's appropriateness for residential placement, assessment and treatment. In situations where placement is not indicated, the team will provide consultation to the case manager in order to assist with alternate planning.

3. Resource Team for the Mentally Retarded - this team develops and recommends comprehensive short-term and long-term plans based on individual needs for mentally retarded youth. The team also screens applications for residential care facilities for mentally handicapped children and youth within the region of Hamilton- Wentworth.

4. Resources Team - a multi-agency, multi-disciplinary group whose purpose is to provide consultation to professionals in the community. The Resources Team will also facilitate the resolution of urgent requests for service. This resolution may include obtaining a recommendation to a residential program or resource. This team will also assist case managers in their discharge planning, when requested.

Area served: Hamilton Wentworth
Accessibility: Yes

AY/ALTERNATIVES FOR YOUTH 18

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126 James Street South **527-4469**
Hamilton, Ontario
L8P 2Z4

Hours:
9:00 am to 4:30 pm Mon., Thurs., Fri.
9:00 am to 8:00 pm Tues.
9:00 am to 9:00 pm Wed.

Executive(s):
Barbara Bone, President
Janet Matson, Director

Description:

A variety of services for youth who are experiencing physical, behavioural and lifestyle problems related to substance use/abuse. Support is given to their families.

Major Services:

1. Individual counselling
2. Family support
3. Group counselling
4. Leisure programs
5. Drop-in lounge
6. Speakers for drug/alcohol presentations

Area served: Hamilton Wentworth
Accessibility: Limited
Fees: For out-patient programs when appropriate

BEGINNINGS COUNSELLING AND ADOPTIONS SERVICES OF ONTARIO INC. 19

1 Young Street, Ste #308 528-6665
Hamilton, Ontario
L8N 1T8

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Susan Chapman, Executive Director

Description:

Assist persons troubled about their pregnancy with full range of support/referral services.

Major Services:

- pregnancy counselling
- adoption services, licensed by the Ontario government
- aftercare
- information and referral

Area served: Ontario
Accessibility: Yes
Fees: For adoptive parents.
For others according to income.

BEREAVEMENT NETWORK OF HAMILTON WENTWORTH AND BURLINGTON 20

c/o Canadian Mental Health Assoc. 521-0090
1 Hunter Street East
Hamilton, Ontario
L8N 3W1

Hours: 8:00 am to 4:00 pm Monday to Friday

Contact(s): Health Promotions Director, CMHA

Description:

The Bereavement Services Network consists of bereavement groups in the region. The Network meets quarterly to exchange information, provide support to each other, and to discuss bereavement needs and issues. The Network consists of the following members:

- Bereaved Families of Ontario
- Bereavement Team, H-W Dept.of Health Services, Nursing Division
- Burlington Bereavement Resource Council
- Friends in Grief
- Hamilton AIDS Network for Dialogue and Support
- Suicide Bereavement Self-Help Group
- Widow to Widow
- Sisters of St. Joseph Parish Bereavement Services
- Hamilton Wentworth Regional Palliative Care Program
- Hamilton Board of Education Crisis Response Support Team
- Council on Suicide Prevention
- Canadian Mental Health Association

The Network also provides direct service through its client members as well as referrals to appropriate organizations.

Area served: Hamilton Wentworth and Burlington

BETTER BUSINESS BUREAU OF SOUTH CENTRAL ONTARIO 21

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50 Bay Street South
Hamilton, Ontario
L8P 4V9

Enquiry Line **526-1111**

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mark Hammond, General Manager

Description:

To act as a bridge between the consumer and business. Financed totally by membership sales. Major Services:

1). Enquiries, complaints, mediation, arbitration, consumer information, business advisor.

2). Appoint arbitrators to settle consumer complaints against domestic automakers.
3). Enquiries about ratings on business, problems with business, charitable donations, solicitations, contracts and guarantees.
4). They will also advise the consumer before purchasing goods or services.
5). A pamphlet service is offered.

Area served: Hamilton Wentworth and Niagara Region, Brantford
Accessibility: Not accessible to the physically disabled.
Fees: Variable, depending on total employees; minimum rate $182.00 per year.

BIG BROTHER ASSOCIATION OF BURLINGTON AND HAMILTON WENTWORTH INC. 22

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639 Main Street East **525-3860**
Hamilton, Ontario
L8M 1J4

Hours: 8:30 am to 5:00 pm Monday to Friday
Plus one evening until 8:00 pm for Social Work staff

Executive(s): Norman Hall, Executive Director
Jack Haszard, President

Description:

Volunteer men, women and couples 18 and over are enlisted to work with father or mother absent boys (Little Brothers) and also girls on an individual basis 3 to 4 hours a week, under the supervision of the professional staff. Provides individual counselling and casework service to father or mother absent children between the ages of 8 and 18, and their families.

Area served: Hamilton Wentworth and Burlington
Accessibility: Yes

Sexual Abuse Prevention Program 23

Description:

The prevention program was initiated with the purpose of providing information to children and their families on child sexual abuse and ways to deal with it. The program is designed for two age groups, children 6-12 (the group most likely to

be victims of sexual assault) and adolescents 12-16. The younger group must be accompanied by a parent or guardian.

The program contains factual information on what child sexual abuse is, streetproofing techniques, assertiveness skills, and the names of body parts. The underlying premise is that with information, training and parental support, the child need not be a victim of sexual abuse.

For the younger children, the program consists of one session of 90 minutes, in groups of 8-10 people. Both parents and children are provided with concrete material to reinforce ideas presented.

The adolescent group program is done in one session. Usually parents do not attend.

Area served: Hamilton Wentworth and Burlington
Accessibility: Yes
Fees: Fees per session are on a sliding scale according to family size and income and range from $0 to $7.00 per person.

BIG SISTER ASSOCIATION OF HAMILTON AND DISTRICT INC. 24

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56 Charlton Avenue West
Hamilton, Ontario
L8P 2C1

529-7143
FAX 529-5291

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Heidi Nelson, Executive Director

Description:

Provides preventative, protective and educational services to girls.

Area served: Hamilton Wentworth

Charlton Hall 25

529-7262

Description:

Charlton Hall provides a therapeutic residential environment for troubled girls who

are between 13 - 17 years on admission and who are able to pursue appropriate educational goals. All residential placements to the Charlton Hall Program are pre-screened by the Association of Agencies for Treatment and Development (AATD). The focus of the program is to encourage the development of life skills and independence.

Area served: Hamilton Wentworth
Fees: None

Matching Program **26**

529-7143

Description:

The Matching Program is designed to provide friendship and support to girls ages 6 - 16 years through a one-to-one relationship with a Big Sister under the guidance of professional staff. Both Big Sister volunteers and Little Sisters must go through a screening process to assess eligibility for this program. Referrals accepted from all sources.

Area served: Hamilton and area
Accessibility: Not accessible to the physically disabled
Fees: None

BIRTHRIGHT 27

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224 James Street South **527-3677**
Hamilton, Ontario
L8P 3A9

Hours: 9:00 am to 11:30 am; 1:00 pm to 3:30 pm;
6:30 pm to 9:00 pm Monday to Thursday
9:00 am to 11:30 am; 1:00 pm to 3:30 pm Friday
11:00 am to 2:00 pm Saturday

Executive(s): Teresa Hartnett, Director

Contact(s): P. Donald, Secretary

Description:

To help solve problems related to pregnancy. A non-denominational 24-hour emergency service for women distressed by pregnancy.

Major Services:

1). Confidential counselling and supportive friendship of trained volunteers.
2). Maternity clothing and baby clothing.
3). Transportation.
4). Free pregnancy tests.
5). Medical and community referrals.

Area served: Hamilton and area
Accessiblity: N/A
Fees: None

BOARD OF EDUCATION FOR THE CITY OF HAMILTON 28

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100 Main Street West **527-5092**
Hamilton, Ontario
L8N 3L1

Mail address: P.O. Box 2558
Hamilton, Ontario
L8N 3L1

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Keith A. Rielly, B.A., B.Ed., M.Sc.(Ed.), Director of Education and Secretary of the Board

Contact(s): Norm Forster, Information Officer 521-2508

Description:

Structure of school system:

The focus of all the staff effort is on students in our classrooms. Directly supporting schools are six area offices, each headed by a superintendent of schools. Five central-office superintendents also support schools in matters relating to plant; human resources; information management services; finance; and programs. Special and educational services. The eleven superintendents report to the Office of the Director which includes the Director and the Associate Director of Education. As the chief administrative officer and secretary, the Director reports to the elected Board of Education (21 trustees).

Size of school system:

Hamilton's public school system serves more than 55,000 students each year. It provides education ranging from Junior Kindergarten for 4-year-olds to secondary programs serving youth and adults. Specialized programs include French immersion at all grade levels, special education for exceptional students and specialty courses, such as dental assistants and fashion arts in selected schools. Education programs are also provided by the Board within community facilities for children in hospitals, in the Cerebral Palsy Centre, in the Detention Centre, etc. Daycare within schools is being extended. Beyond school hours, buildings and other school facilities are made available for extensive community use. The Board has more than 4,500 staff members, making it the fourth largest employer in the Region of Hamilton-Wentworth. The system includes more than 100 buildings (91 schools) with a total floor space of 6.5 million square feet. Grounds exceed 650 acres.

Trustees - English Language Section:

Ward 1	... Marjorie S. Baskin	522-4802
	... Judith Bishop	528-7740
Ward 2	... Dr. John Johnston	528-2730
	... Anne Stewart	526-0364
Ward 3	... Bert Allen	547-6832
	... Robert Stewart	528-9466
Ward 4	... Ray Mulholland	547-2237
	... Sandy Hill	527-5322
Ward 5	... Margaret Cunningham	561-9471
	... Canon Joseph Rogers	523-5546
Ward 6	... June L. Deans	389-3355
	... Marion E. Lowe	389-6094
Ward 7	... Paul McWhinnie	544-6882
	... Peter C. Kennedy	389-3522
	... Geoff Korz	389-8867
Ward 8	... Mary Caye Clarke	385-1790
	... Wesley R. Hicks	383-2222
	... John Penner	524-1188

Trustees - French Language Section:

... Hubert Paquin	522-8542
... Marie Patenaude Barker	545-1844
... Jean Desmarais	560-3622

Officers of the Board:

Director of Education and Secretary and Chief Executive Officer
Keith A. Rielly, B.A., B.Ed., M.Sc(Ed.)

Associate Director of Education
Allan L. Stockwell, B.A., B.Ed.

Superintendent of Program, Special and Educational Services
Darrel R. Skidmore, B.A., B.Ed

Superintendent of Finance
Paul E. Shewfelt, C.M.A.

Superintendent of Human Resources
D. Bruce Sinclair, B.A.

Superintendent of Information Management Services
Richard F. Kawai, B.Math., M.A.

Superintendent of Plant
Robert T. Orlando, B.A.

Superintendents of Schools
Area 1 - Murray E. Quinn, B.A., M.S., MS.(Ed).
Area 2 - Nancy M. Nicholls, B.A., Ph.D., M.S. (Ed.)
Area 3 - Richard Binns, B.Sc., M.Ed.
Area 4 - Patricia Gillie, B.A., M.S.(Ed.)
Area 5 - Donald Rothwell, B.A., M.Ed.

Superintendent of Schools, French as First Language
Rosaire Lavoie, B.A., Sc.Ed.

Board staff and Trustees will give talks regarding education to interested groups. Call and ask for the Speakers' Bureau.

Area served: Hamilton
Accessibility: Yes

BOLD PARK LODGE INCORPORATED 29

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69 Bold Street **528-1504**
Hamilton, Ontario
L8P 1T6

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Tom Kerr, Executive Director

Description:

Recovery Program for addicted male adults providing a structured, substance-free residential environment. Capacity 14 men; 24 hour Supervision.

Mandatory Recovery Program as follows:

Two group session every day from 9:00 am - 10:30 am and 1:00 pm - 2:30 pm for six consecutive weeks with topics ranging from addiction education to lifeskills education; weekly one-to-one sessions with appointed staff counsellor; one in-house Alcoholics Anonymous meeting and a minimum of two Alcoholics Anonymous meetings in the community per week; one weekly house meeting; one weekly recreational activity; designated routine chores within the lodge; part time or full-time employment or education will be considered for staff approval only after completion of the six week program period; overnight and weekend passes to be approved by staff on an individual progress basis.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Yes

Reginald Gardener Lodge **30**

173 Bay Street South **528-1504**
Hamilton, Ontario
L8P 3H8

Executive(s): Tom Kerr, Executive Director

Description:

A less-structured 3/4 house operated as a continuum from Bold Park Lodge for an extended period. Capacity: 11 men. Admission through Bold Park Lodge.

1. All residents MUST attend two outside meetings of their choice, per week.

2. Any resident not following program or breaking house rules will be asked to leave the lodge, subject to discharge at the discretion of staff or coordinators.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Yes

BOY SCOUTS OF CANADA - HAMILTON WENTWORTH REGION

Scout House and Scout Shop **31**

375 James Street South **528-5711**
Hamilton, Ontario Scout shop **528-4662**
L8P 3B9

Executive(s): Mr. D. Gleig, President
Mr. G. A. Guest, Executive Director

Description:

The purpose of the Boy Scouts of Canada is to help boys, youth and young adults develop their character as resourceful and responsible members of the community by providing opportunities and guidance for their mental, physical, social, and spiritual development. Scouts are divided into 5 sections based on age group.

1. Beavers - Boys ages 5 to 7
2. Cubs - Boys ages 7 to 12
3. Scouts - Boys ages 11 to 14
4. Venturers - Co-ed. ages 14 to 17
5. Rovers - Co-ed. ages 17 to 26

There are 11 divisions in Hamilton district, with approximately 4,250 members in uniform; there are 1,000 Ladies Auxiliary and Group Committeemen active. There are a total of 75 groups located throughout the region.

Area served: Hamilton Wentworth
Accessibility: Yes. One 6" step
Fees: $27.00 per year. Fee waived for anybody unable to pay registration fee.

Cub Scouts

42nd Cub Scout Pack **32**

528-5711

Hours: Cub pack meet Monday evenings

Contact(s): Jim or Sharon Johnston,
Leaders - 42nd Hamilton Pack 545-9902

Description:

The Boy Scouts of Canada have special programs for those boys who are physically disabled. The 42nd Cub Pack was created especially for physically disabled youngsters confined to wheelchairs, crutches, etc. Cub pack meets at the Normanhurst Community Centre.

Area served: Hamilton Wentworth

Fees: $27.00 per year. Fee waived for anybody unable to pay registration fee.

BRAIN INJURY SERVICES OF HAMILTON 33

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875 Main Street West
Unit #9, Lower Mall
Hamilton, Ontario
L8S 4P9

523-8852

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Jo Anne Davis-Zulik, Executive Director

Description:

Formerly called the Hamilton Wentworth Head Injury Association. The Brain Injury Services of Hamilton is a non-profit charitable organization committed to providing services to meet the needs of adults with acquired brain damage.

Area served: Hamilton Wentworth and Brant County

Adaptive Life Skills Training/ Day Treatment Program 34

523-8852

Description:

A program for adults with moderate to severe acquired brain damage who have stable living arrangements but would benefit from living and life skill training. Areas of training include cognitive, social, leisure and pre-vocational skill development. A client fee for service will be charged to cover the cost of the program.

Area served: Hamilton Wentworth
Fees: Hourly fee for service

John Reesor Centre 35

Description:

The John Reesor Centre, a residential Transitional Living Program, accommodates 6 adults with moderate to severe brain injury. The program is designed to teach living and life skills such as household management, budgeting, leisure planning, socialization, and pre-vocational skills. Each client has an individual goal plan and must be motivated to increase his/her level of independence. Expected time in the program is between 6-18 months.

Area served: Hamilton Wentworth and Brant County
Fees: Transitional Living Program - rent geared to income and food costs

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CANADA. CANADA MORTGAGE AND HOUSING CORPORATION 36

202-350 King Street East **572-2451**
Hamilton, Ontario **FAX 572-2413**

Mail address: P.O. Box 2056, Station A
Hamilton, Ontario
L8N 3R5

Hours: 8:30 am to 4:30 pm Monday to Friday.

Executive(s): Peter Friedman, Branch Manager

Description:

A Federal Crown Corporation responsible for administering the National Housing Act. National Housing Act responsibilities include facilitating access to housing by insuring loans through NHA approved lenders, providing subsidy contributions to private and co-operative non-profit groups, as well as providing residential rehabilitation assistance. CMHC has a wide range of publications available for public use. Other responsibilities include the administration of NHA mortgages and housing research and assistance in urban planning to governmental agencies and departments. A list of private and co-operative non-profit projects is available.

Area served: Hamilton Wentworth, Burlington, Haldimand-Norfolk, Niagara, and Brantford
Accessibility: Yes
Fees: Refer to local office for applicable fees.

CANADA. CANADIAN CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY (THE) 37

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250 Main Street East
Hamilton, Ontario
L8N 1H6

572-2981
Inquiries 572-4400
1-800-263-8466
FAX: 572-4500

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): J. Arthur St-Aubin, President and Chief Executive Officer

Description:

To promote health and safety in the workplace in Canada through a service of information and advice on topics such as workplace chemicals, computer terminals, shift work, occupational stress, and pregnancy, etc. Provides information to individuals and organizations by responding to inquiries, by producing publications on important topics in occupational health and safety, and by providing access to CCINFO, the Centre's national electronic information system. Also holds workshops on issues in occupational health and Safety.

MAJOR SERVICES

1. Inquiries Service: responds to requests from Canadians for information and advice on occupational health and safety in confidence and in both official languages.

2. CCINFO: The Centre's computer provides information to a nation-wide networker of users.

3. Publications - summary documents on important topics in health and safety, including a newsletter.

Area served: Canada
Accessibility: Yes
Fees: Cost-recovery charges apply to CCINFOdisc subscriptions and multiple copies of publications.

CANADA. COMMUNICATIONS CANADA

Hamilton Branch **38**

210-135 James Street South **572-2301**
Hamilton, Ontario
L8P 2Z6

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

This office handles problems with radio, television or cable TV interference. Radio licensing is administered by this department.

Area served: Hamilton Wentworth, Oakville, Niagara Falls, Fort Erie and Simcoe
Accessibility: Yes
Fees: Variable fees applicable (Radio Station Licences; Exams)

CANADA. CONSUMER AND CORPORATE AFFAIRS CANADA - HAMILTON 39

10 John Street South, 6th Floor
Hamilton, Ontario
L8N 4A7

Hours: 8:00 am to 4:30 pm Monday to Friday

Description:

To promote the fair and efficient operation of the Canadian marketplace and to balance the interests of consumers and business.

Area served: Hamilton Wentworth, Haldimand-Norfolk, Halton, Brant, Peel counties, Niagara District, and Wellington, Waterloo
Accessibility: Not accessible to the physically disabled
Fees: None

Bankruptcy/Insolvency Branch **40**

572-2847

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): David Stewart, Bankruptcy Administrator

Description:

Provides a program of bankruptcy information, assistance in the initial bankruptcy procedures and referral to a bankruptcy trustee. Relief for the overburdened debtor is obtained through the staying of legal actions and subsequent release of most debts. Not all debts are released through bankruptcy. Alimony payments and court-imposed fines are examples, also has a list of all companies that have gone bankrupt.

The Program can give assistance to people meeting the following qualifications:

- individuals for whom bankruptcy is necessary and the best course of action at the time
- have debts of at least $1,000
- are unable to meet their financial obligations as they become due.

Accessibility: Not accessible to the physically disabled
Fees: None

Consumer Product Inspection **41**

572-2879

Hours: 8:00 am to 4:30 pm Monday to Friday

Contact(s): Roy Mason, District Manager

Description:

Responsible for ensuring that accurate and complete information appears on labels of prepackaged products and textiles, that food products meet appropriate grades and standards where required, and that prepackaged products, textiles, and precious metals are not packaged or marked deceptively. Investigates economic fraud under the following categories: fish inspection, agricultural products sold at retail outlet (sizing and grading), food e.g. foreign matter added for deceptive reasons, precious metal marking, consumer packaging and labelling (net quantity verification and claims investigation), textile labelling and advertising, "best before" dating on food products with a perishable shelf life of 90 days or less, food labelling.

Area served: Hamilton Wentworth, Halton, Haldimand-Norfolk, and Brant, Wellington, Waterloo counties, Niagara District
Accessibility: Not accessible to the physically disabled

Electricity and Gas Inspection **42**

572-2774

Hours: 8:15 am to 4:30 pm Monday to Friday

Contact(s): Ron Willms, District Manager

Description:

Administers the Electricity and Gas Inspection Act to ensure accuracy of measurement and equity in trade or billing for all natural gas and electricity meters used for revenue billing purposes by a utility company by:

1. Inspection, testing and sealing all meters before they are put into service.
2. Investigating high bill complaints from electricity and gas utility customers by checking billing history records and by performing accuracy tests on the disputed meters.

Accessibility: Not accessible to the physically disabled

Marketing Practices Branch **43**

572-2873

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Art Faguy, Senior Investigator

Description:

Conducts inquiries into alleged false or misleading advertising, performance claims not based on adequate and proper tests, misleading warranty/guarantee representations, non-availability of advertised items, contests, double ticketing, sale above advertised price and pyramid selling schemes, as detailed in various sections of the Competition Act.

Accessibility: Not accessible to the physically disabled

Product Safety Office **44**

572-2845

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Christine Simpson, District Manager

Description:

Investigates complaints related to the Hazardous Products Act. Enforces safety regulations pertaining to cribs, cradles, playpens, toys, rattles, pacifiers, textiles, household products, hockey helmets, car seats, ceramics, safety glass, and other

products controlled by the Act. Investigates physical and chemical hazards in non-food products.

Accessibility: Not accessible to the physically disabled

Weights And Measures Inspection 45

585 Wentworth Street North 572-2974
Hamilton, Ontario
L8L 5X5

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

Administers the Weights and Measures Act to ensure accuracy of measuring devices used in trade such as gasoline dispensers, meters, scales, etc.

Accessibility: Not accessible to the physically disabled

CANADA. CORRECTIONAL SERVICES CANADA 46

411-150 Main Street West 572-2695
Hamilton, Ontario
L8P 1H8

Hours: 24 hours and weekend emergency service (ask for officer on duty).

Contact(s): Mr. D.T. Orr, Area Manager

Description:

Protection of the public and providing opportunities for offenders to develop and adopt acceptable behaviour when released to the community. Promoting public awareness and understanding of the Federal Corrections System.

Area served: Hamilton Wentworth and Halton County and Peel Region South of Hwy. #401

Accessibility: Yes

Parole Office **47**

572-2695

Contact(s): Mr. D.T. Orr, Area Manager

Description:

Case preparation - working towards the orderly release of inmates into the community. Case supervision - supervising, counselling, and assisting parolees and Mandatory Supervision cases on their return to the community. Cooperating with the police, private agencies and citizens to more effectively handle the responsibilities of the service. Working for citizen participation in the work through developing volunteer programs, an advisory committee, and utilizing other resources offered by the community.

Area served: Hamilton Wentworth and Halton County and Peel Region South of Hwy. #401

Accessibility: Yes

CANADA. DEPARTMENT OF THE SECRETARY OF STATE 48

425-150 Main Street West **572-2355**
Hamilton, Ontario
L8P 1H8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Jane Bigelow, District Manager

Contact(s): Claudette Apprioual, Office Services Supervisor

Description:

Responds to voluntary groups, institutions, and individuals regarding citizenship development, multiculturalism, and official languages.

Services include:

(a) Consultation and advice regarding projects and programs related to any of the above.

(b) Grants and contributions where projects meet the criteria of the department and of the particular programs.

Program areas:
(a) Multiculturalism
(b) Voluntary Action Program
(c) Citizenship Promotion
(d) Native Citizens
(e) Citizens' Rights and Freedoms
(f) Official language communities and promotion of official languages
(g) Women's Program
(h) Disabled Persons Participation Program

Major Services: Social Development

Area served: Southwestern Ontario
Accessibility: Yes, rear entrance

Court of Canadian Citizenship **49**

572-2361

Hours: 8:30 am to 4:00 pm Monday to Friday

Executive(s): Barbara Patriquin, Acting Manager

Description:

Assist immigrants in acquiring Canadian citizenship in order to facilitate their full participation in the Canadian society. Assist Canadians in obtaining proof of their status as citizens of Canada. Distribute citizenship materials and support curriculum development for adult, immigrant citizenship, and language classes. Promote citizenship values and encourage Canadians to take pride in their citizenship. Promote the Canadian Citizenship Card.

Area served: Hamilton Wentworth, Haldimand-Norfolk, and Niagara, Brant County, Halton
Accessibility: Yes, rear entrance

CANADA. EMPLOYMENT AND IMMIGRATION CANADA

Canada Employment Centre
Administration Office **50**

150 Main Street West
Hamilton, Ontario
L8P 1H8

Enquiry Line **572-4242**

Mail address: P. O. Box 2066, Station A
Hamilton, Ontario
L8N 2A2

Executive(s): Mr. A.R. Busseri, Manager 572-2365

Description:

The Department is responsible for the development and utilization of human resources. Its jurisdiction also includes the provision of employment and immigration services and the administration of income maintenance benefits.

Canadian Jobs Strategy Projects Unit **51**

845 Upper James Street **574-1777**
Hamilton, Ontario
L9C 3A4

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): James Robinson, Manager

Description:

To develop and administer project-based funding proposals to provide training and work experience for unemployed persons under program components of the federal Canadian Jobs Strategy. Administer the Job Re-Entry and SEED program in the Brantford and Barrie area.

Area served: Hamilton Wentworth and area
Accessibility: Yes

Claimant Services Officer **52**

150 Main Street West **572-2365**
Hamilton, Ontario
L8P 1H8

Executive(s): Mr. A.R. Busseri, Manager 572-2365

Contact(s): Donna Levert, Claimant Services Officer 572-2939
Wally Ley, Claimant Services Officer 572-2939

Description:

An initiative directed towards enhancing service and sensitivity to clients. The major objectives of the Claimant Services Officer will be to improve the public's knowledge and understanding of the Unemployment Insurance Program. They will act as a Canada Employment Centre resource person on public information matters regarding the Unemployment Insurance program. They will give lectures and attend seminars.

Area served: Hamilton Wentworth and area
Accessibility: Yes

Hamilton Central Office **53**

40 Wellington Street North
Hamilton, Ontario
L8R 1M8

Employment Inquiries: **572-2211**
FAX 572-2143

Executive(s): K. Huyge, Office Manager

Description:

Employment Services matches worker qualifications with employment opportunities. The service involves:

a) Listing of job vacancies.
b) Selection and referral of workers to potential employers.
c) Employment counselling.
d) Aptitude and interest testing.

Training Program:

Makes it financially possible for a client to undertake training in preparation for employment. This service involves:

a) Assessment of clients' qualifications related to the labour market;
b) Career counselling regarding occupational training.

Training programs include:

Preparation for Vocational Training
Preparation for Employment Training
Occupational Orientation Training
Language Training
Vocational Training
Apprenticeship Training and training on the job

Immigration Settlement and Adjustment Assistance:

Provides financial assistance to immigrants ineligible for municipal or provincial welfare assistance and without adequate means to support themselves.

This office provides information on jobs in vegetable and some fruit farming as registered with the Canadian Farm Labour Pool.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton East Office **54**

Strath-Barton Mall **545-8313**
1565 Barton Street East **FAX 545-5040**
Hamilton, Ontario
L8H 2Y3

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Neil Donley, Office Manager

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton Mountain Office **55**

845 Upper James Street **387-3400**
Hamilton, Ontario **FAX 387-5185**
L9C 3A3

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Marg Garey, Office Manager

Area served: Hamilton Wentworth
Accessibility: Yes

Stoney Creek Office **56**

Fiesta Mall **664-4494**
102 Highway #8 **FAX 664-4034**
Stoney Creek, Ontario
L8G 1C1

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Tony Corsini, Office Manager

Area served: Hamilton Wentworth
Accessibility: Yes

Canada Immigration Centre **57**

Jackson Square Mall, Phase IV **572-2787**
Plaza Level 2
2 King Street West
Hamilton, Ontario
L8P 1A1

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Mr. Norm Cyr, Manager 572-2469

Description:

To administer the Immigration Program for the Canada Employment and Immigration Commission

Major Services:

a) processing applications by Canadian citizens and permanent residents to sponsor their immediate families for admission to Canada;
b) examining admissibility of persons seeking to come into Canada at ports of entry (Mt. Hope, Hamilton Harbour);
c) respecting visitors, granting or refusing written applications requesting extensions of status or to vary or cancel original conditions of entry;
d) investigating and reporting non-compliance with, and violations of the Immigration Act & Regulations;
e) issuing Returning Resident permits to landed immigrants (permanent residents) where a person, other than a Canadian citizen, expects to remain outside of Canada for more than 183 days in a 12-month period;
f) supplying information, advice and guidance free of charge on all matters pertaining to Canada's Immigration law, policy and procedures.

Area served: Hamilton-Wentworth
Accessibility: Yes

Canada Immigration Recorded Message Service **58**

Jackson Square Mall, Phase IV Family Class/Sponsorships **572-4017**
Plaza Level 2
2 King Street West
Hamilton, Ontario Assisted Relative **572-2843**
L8P 1A1

Hours: 24 hours

Description:

Pre-recorded information about how to sponsor family class members or extended family members.

Area served: Hamilton-Wentworth

CANADA. EXTERNAL AFFAIRS CANADA 59

Head Office Ottawa

Hours: 9:00 am to 5:00 am Monday to Friday

Description:

Main function is the execution of the federal government's foreign policy, the representation of Canada in foreign countries, and assistance to Canadian travellers abroad.

Area served: Central Ontario
Accessibility: Yes

Passport Division 60

330-120 King Street West
Hamilton, Ontario
L8P 4V2

Information **572-2831**
Tape **572-2217**

Hours: 8:00 am to 5:00 pm Monday to Friday

Executive(s): Michael Bittle, Regional Director

Description:

The purpose of the organization is to issue Canadian passports to Canadian citizens. The passport is normally issued 3 working days after the application is brought to the office. Applications are not accepted by mail. Completed applications must include two recent photographs and proof of Canadian Citizenship. The photographs and application form must be certified by an acceptable Guarantor. Details are attached to each application. Additional documentation may be required for children under 16 years of age.

Area served: Central Ontario
Accessibility: Yes
Fees: $25.00 per passport

CANADA. FEDERAL BUSINESS DEVELOPMENT BANK 61

Norwich Union Life Building **572-2954**
4 Hughson Street South, 9th Floor
Hamilton, Ontario
L8N 3Z1

Mail address: P.O. Box 619
Hamilton, Ontario
L8N 3K7

Hours: 9:00 am to 5:00 pm Monday to Friday

Area served: Hamilton Wentworth, Haldimand-Norfolk, Halton, and Brant County
Accessibility: Yes

Counselling Assistance to Small Enterprises (CASE) 62

Contact(s): Mr. Bill Phelan, Case Co-ordinator

Description:

To assist owners and managers of small businesses to overcome management problems. Counsellors are retired business people who were expert managers.

Major Services:

1. Management training programs.
2. Financial services - term loans, venture capital.

Area served: Hamilton Wentworth, Haldimand-Norfolk, Halton, and Brant County
Accessibility: Yes
Fees: Seminars: $125/for 6 hour seminar

$75/for 3 hour seminar

Income Security Programs **63**

Third Level, Cinema Complex
2 King Street West
Hamilton, Ontario
L8P 1A1

572-2292
FAX 572-2989

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Mrs. M. J. Hutcheson, District Manager

Description:

Telephone your local Income Security Programs office for information. Telephoning may save a visit to the office. Appointments are required.

Area served: Hamilton Wentworth

Income Security Programs
Family Allowance **64**

572-2292

Description:

Monthly payments by the Federal Government for children under the age of 18 years, who are maintained by parents or other individuals resident in Canada.

Income Security Programs - Canada Pension Plan
Disability Pension **65**

572-2292

Description:

Under this phase of the plan, monthly benefits are provided for contributors who become disabled before reaching 65 years of age. Eligibility is based on the factors of disability and contributions. Both conditions must be met simultaneously.

A contributor is considered to be disabled if she/he has a physical or mental disability which is severe in the sense that the person is incapable of regularly

pursuing any substantially gainful occupation, and prolonged in the sense that disability is likely to be long, continued, and indefinite in duration, or could result in death.

In order to qualify yourself and your dependent children for benefits, you must have made contributions in 2 of the last 3 years or 5 of the last 10 years in your contributory period.

The disability pension is made up of flat rate portion plus 75% of the projected retirement pension. Monthly benefits are also available to dependent children of the disabled contributor. This benefit consists of a flat rate and is payable on behalf of children who are under 18 years. It is also payable for children 18 to 25 years old and who are in full-time attendance at school. Children are allowed to receive the payment of up to two children's benefits concurrently (e.g. one parent is disabled and one is deceased). Futher information concerning medical evidence and reports, other necessary documentation, effective date, and termination of benefits should be obtained from your Canada Pension Plan office. It is suggested you also consult your physician before applying.

Income Security Programs - Canada Pension Plan
Division of Unadjusted Pensionable Earnings
(Canada Pension Credits) **66**

572-2292

Description:

Pension credits earned by one or more spouses during their years of union may be divided equally between them upon dissolution of the union. This coud be divorce, annulment, separation of legal spouses, separation of common-law spouses.

Income Security Programs - Canada Pension Plan
Lump Sum Death Benefits and Survivor's Benefits **67**

572-2292

Description:

Canada Pension Plan contributors qualify their survivors or their estates for these benefits, provided contributions have been made in one-third of the calendar years for which the person was required to contribute to the plan, or for 10 calendar years, whichever is less. The lump sum is directly related to the deceased contributor's earnings and contributions. The maximum death benefit cannot exceed 10% of the Year's Maximum Pensionable Earnings for the year in which death occurs. The benefit is made payable to the estate. In some cases the death

benefit may be paid directly to an applicant who meets the prescribed requirements and produces funeral receipts. Survivor's Pensions are paid under the following conditions and rates:

(a) full rate for surviving spouse under age 65 regardless of the spouse's age at the time of the contributor's death, if the surviving spouse has a dependent or disabled child of the deceased contributor in his/her custody and control or the spouse is disabled
(b) full rate if the surviving spouse is between the ages 45 and 65 at the time of the contributor's death
(c) reduced rate if the surviving spouse is between the ages of 35 and 45 when the contributor dies and the spouse has no disability or dependent child
(d) 60% of the deceased contributor's calculated retirement pension if the surviving spouse is over age 65.

Income Security Programs - Canada Pension Plan

Orphan's Benefit **68**

572-2292

Description:

A monthly flat rate benefit is payable on behalf of the deceased contributor's dependent children under the same conditions as the Disabled Contributor's Child's Benefit. Two benefits may be paid to or on behalf of a child if both parents are either disabled or deceased and all conditions of eligibility are met. The Survivor Pensions are payable, effective the month following the month of the contributor's death except when an application is submitted more than 12 months after the death, in this case, retroactive payment is made 11 months prior to the month the application is received. Once the conditions of eligibility have been met, Survivor Pensions are payable regardless of the spouse's income, assets or employment. Common-law or separated spouses may be eligible for Survivor's Benefits if the requirements are met.

Income Security Programs - Canada Pension Plan

Postmortem Benefit Applications **69**

572-2292

Description:

Applications for retroactive Canada Pension benefits (ie. up to 12 months) can be made on behalf of a deceased person, in cases where an eligible person failed to apply before death. In the case of a Retirement Pension however, if the

contributor was between 60 and 65, an application would have to have been made by the contributor prior to death. If the contributor was at least age 70 and no application had been made, retroactive payments could be paid to the estate or family.

Income Security Programs - Canada Pension Plan

Retirement Pension **70**

572-2292

Description:

Retirement Pension is available to those who have contributed, attained at least 60 years of age, and made the necessary application. Employment after age 65 does not interfere with pension payments. If you are 60 to 64, you must have wholly or substantially ceased work to qualify.

The retirement benefit commences the latter of: the month you specify on your application; the month after your application is received; or the month after you wholly or substantially cease employment if you are under age 65.

If you apply after the age 70, your pension can be paid retroactively for a maximum of 12 months to the month after your 70th birthday. No retroactive payments are made to those under age 70.

The amount of the Retirement Pension is 25% of the average adjusted contributory career earnings. When calculating benefits there are provisions which allow a contributor to drop out a certain number of low or zero earnings. Periods spent rearing children under the age of 7 can also be excluded.

For people who choose to take their pension between 60 and 64, the basic pension is reduced by 0.5% for each month under age 65. For people who choose to take their pension after age 65, the pension is increased by 0.5% for each month between the date pension begins and the month after the person's 65th birthday.

Telephone your "Income Security Client Service Centre" for details of options, amounts and required documentation. It is advisable to contact the office six months in advance of when you wish the pension to begin.

Sharing The Retirement Pension (Assignment)

Spouses in an ongoing relationship may share their CPP Retirement Pension payments. Each spouse must be at least 60 years old and each must have applied for Retirement Pension. If only one partner is a CPP contributor, that pension can be shared. If both contributed to CPP then both pensions are shared. Either spouse can apply to have the pension shared.

Old Age Security Pension 71

572-2292

Description:

A monthly benefit paid to all persons 65 years of age and over, subject to certain residence conditions. It is not necessary to be retired or a Canadian citizen in order to be eligible.

Old Age Security Pension
Guaranteed Income Supplement 72

572-2292

Description:

A monthly payment added to the Old Age Security Pension of a pensioner who has no income or only a limited amount of income. The amount of supplement is determined by a pensioner's marital status and income for the previous year, not counting old age pension. In some cases, the amount of the supplement may be calculated based on the estimated income for the current calendar year.

Old Age Security Pension
International Social Security Agreements 73

572-2292

Description:

Reciprocal Social Security Agreements allow portability of social security benefits between countries and provide for the co-ordination of two countries' social security programs. The purpose of these agreements is to enable persons who are not entitled to benefits under the laws of either country to become eligible by adding together their periods of contributions or periods of residence from both countries.

Canada now has agreements in force with Austria, Barbados, Belgium, Denmark, Dominica, Federal Republic of Germany, Finland, France, Hellenic Republic, Italy, Jamaica, Norway, Portugal, Sweden, Saint Lucia, Spain, and the United States.

Old Age Security Pension

Spouse's Allowance and Widowed Spouse's Allowance 74

572-2292

Description:

The Spouse's Allowance is a monthly benefit designed to recognize the difficult circumstances faced by those couples living on the pension of only one spouse as well as by many widowed persons. This income related allowance is payable to the 60-64 year old spouse of an Old Age Security pensioner, as well as to any low income widow or widower aged 60 to 64. Spouses must also meet residence requirements.

Social Service Programs Branch

New Horizons 75

150 Main Street West, #528 Hamilton **572-2559**
Hamilton, Ontario
L8P 1H8 (Kitchener Office) **1-519-742-5866**

Mail address: District Office
15 Duke Street East
Kitchener,Ontario
N2H 1A2

Hours: 8:00 am to 4:00 pm Monday to Friday

Contact(s): Ms. Hendriette Dery

Description:

To provide financial grants to groups of senior citizens; to plan and carry out projects of their own choosing for the benefit of themselves and other seniors in the community. Ten signing officers are required, a majority of whom must be retired. Field officers will assist interested groups with preparation of submissions. Appointments required.

Members of Parliament

Hamilton East Riding 76

1217 Main Street East
Hamilton, Ontario
L8K 1A3

547-7040

Hours: 9:30 am to 4:30 pm Monday to Friday

Contact(s): Sheila Copps, MP

Area served: Hamilton East
Accessibility: Yes

Hamilton Mountain Riding 77

516 Concession Street
Hamilton, Ontario
L8V 1A6

574-3331

Hours: 9:00 am to 5:00 pm Monday to Friday
By appointment on Saturday

Contact(s): Elizabeth Phinney, MP

Area served: Hamilton Mountain Constituency

Hamilton Wentworth Riding 78

241 King Street West
Dundas, Ontario
L9H 1V8

628-5525
627-3934
1-800-263-0307
(If long distance)

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Geoff Scott, MP

Area served: Hamilton Mountain (South of Limeride Rd.), Dundas, Ancaster, Flamborough, and Glanbrook

Hamilton West Riding 79

63 John Street South 577-1070
Hamilton, Ontario
L8N 2B9

Contact(s): Stan Keyes, MP

Area served: Hamilton West

Lincoln Riding 80

9-44 King Street East 664-2356
Stoney Creek, Ontario
L8G 1K1

Mail address: P.O. Box 9070
Stoney Creek, Ontario
L8G 3X7

Hours: 9:00 am to 4:30 pm Monday to Friday
Saturday (by appointment only)

Contact(s): Shirley Martin, MP

Area served: Stoney Creek, Lincoln, and Grimsby

CANADA. REVENUE CANADA TAXATION 81

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150 Main Street West 522-8671
Hamilton, Ontario
L8N 3E1

Area (416) 1-800-263 9200
Evening 1-800-265-1161
Request Forms 572-2609
Other Refund Enquiries 522-7902
TTY/TDD 1-800-665-0345

Mail address: P.O. Box 2220
150 Main Street West
Hamilton, Ontario
L8N 3E1

Hours: 8:15 am to 5:00 pm Monday to Friday

Description:

1. Taxpayer information
2. Distribution of information

Area served: Hamilton Wentworth, Halton, Haldimand-Norfolk, and Brant
Accessibility: Yes, rear entrance off George Street

CANADA. SOLICITOR GENERAL OF CANADA

Royal Canadian Mounted Police **82**

100 Main Street East **572-2401**
Second Floor, Suite 200 **1-800-268-9710**
Hamilton, Ontario

Mail address: P.O. Box 487
Hamilton, Ontario
L8N 3H8

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): S/Sgt. F.D. Foster

Description:

The purpose of the organization is the enforcement of Canadian Federal Law Statutes.

Area served: Hamilton Wentworth and Brant County
Accessibility: Yes

CANADA. SUPPLY AND SERVICES CANADA 83

1-416-670-6200

Mail address: Ontario Regional Office
6205 Kestrel Rd.,
Mississauga, Ontario L5T 2A1

Hours: 8:30 am to 4:30 pm Monday to Friday

Area served: Ontario

Canada Service Bureau Program
Reference Canada **84**

1-800-387-0700

Mail address: 1235 Bay Street, 8th Floor
Toronto, Ontario
M5R 3K4

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

Information and referral service for those having difficulty locating Federal government programs and services. Reference Canada is operated under contract.

Area served: Ontario

CANADA. VETERANS AFFAIRS CANADA

Department of Veterans Affairs
Hamilton District Office **85**

First Place **572-2531**
217-350 King Street East
Hamilton, Ontario
L8N 3Y3

Mail address: P.O. Box 2490
Hamilton, Ontario
L8N 3J9

Hours: 8:15 am to 4:30 pm Monday to Friday

Description:

Provides services and benefits to veterans and their dependents.

Major Services:

Provides counselling to veterans who are concerned about or must adjust to changing social, economic and health conditions.

The district office provides information and advice about all Veterans Affairs programs as well as other community resources to which a veteran may be referred.

The Department of Veterans Affairs administers disability pensions, widows pensions, prisoner of war pensions, allowances, health care benefits and dental assistance for those eligible, the Veterans Independence program, as well as educational assistance to eligible children of the war dead.

The Department is responsible for land sale agreements- outstanding loans and property management.

Area served: Hamilton Wentworth, Haldimand-Norfolk, and Halton, Niagara, and Brant

Accessibility: Yes

CANADIAN CANCER SOCIETY

Dundas and District Unit **86**

63 Main Street **627-4662**
Dundas, Ontario
L9H 2P9

Hours: 9:00 am to 1:00 pm

Executive(s): Mr. B. Grant, President 627-5705

Contact(s): Barbara Thomson, Unit Coordinator
Mrs. M. Blackburn, Patient Services Chairperson 628-2495

Description:

To educate the public about cancer, to help patients with cancer, and to raise money for research into the cause and cure of cancer. A Unit of Metropolitan Hamilton District Council.

Area served: Dundas and district
Accessibility: Not accessible to the physically disabled

Hamilton Downtown Unit **87**

210 Victoria Avenue North **527-4555**
P.O. Box 678
Hamilton, Ontario
L8N 3K7

Hours: 9:00 am to 5:00 pm Monday to Friday

Description:

To educate the public about cancer, to help patients with cancer, and to raise money for research into the cause and cure of cancer.

Hamilton Mountain and District Unit **88**

40 Empress Avenue **383-0254**
Hamilton, Ontario **383-7108**
L9A 1M3

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Dr. Gunter Mensch, President
94 Aldercrest Avenue
Hamilton, Ontario
L9B 1L4

Description:

Dedicated to the eradication of cancer and the enhancement of life for people living with cancer. Preventive education programs and materials available. Assistance for people with cancer. Emotional support programs.

Area served: Binbrook, Caledonia, Hagersville, Mount Hope, Ohsweken, Hamilton Mountain
Accessibility: No

Metropolitan Hamilton District Administration Office **89**

328 Mountain Park Avenue **575-9220**
Hamilton, Ontario
L8V 4X2

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mary Caye Clarke, District President
Susan Carter, District Director

Description:

1. To provide services to cancer patients;
2. To educate the public about cancer and its prevention;
3. To raise funds to support the aforementioned areas as well as cancer research.

Patient Services:

(a) transportation to and from the cancer clinic; friendly visiting, loan cupboard available to all cancer patients in need.

(b) home support service will provide payment for homemaking or other non-professional services for cancer patients in financial need, to a maximum of 80 hours. Drugs, dressings, and specialized supplies provided to cancer patients in financial need.

(c) rehabilitation services:

- "Reach to Recovery Visiting Service", one-to-one home sessions between trained Reach to Recovery visitors and new breast surgery patients.

- "Cansurmount", one-to-one visiting program by volunteers who have successfully coped with cancer. Initiated upon patient request and medical referral. The one-to-one program compliments the "Living with Cancer" group discussions.

Public Education Service includes:

(a) Youth - films and speakers are available to school programs as well as the provision of educational aids for teachers from kindergarten to grade 13.

(b) Adult - films and speakers are available to provide programs for service clubs, church groups, etc. Special public meetings are held to educate the public on personal responsibility in cancer prevention. Distribution of pamphlets to doctors' offices.

(c) Workplace nurse organizes programs in industry to educate the worker about cancer and its prevention. Also available to assist management in establishing a smoke-free workplace.

Area served: Units:, Hamilton, (downtown and mountain), Burlington, Dundas, Stoney Creek, Ancaster, and Branches: Caledonia, Hagersville, Waterdown. Section: Mount Hope, Binbrook

CANADIAN CELIAC ASSOCIATION (THE) - HAMILTON CHAPTER 90

Mail address: P.O. Box 6112, Stn. "F"
Hamilton, Ontario
L9C 5S2

Executive(s): Connie Owen, President 389-8515

Contact(s): Sally Fines, Membership and Treasurer 627-0228

Description:

To provide social and dietary help to newly diagnosed celiacs. Have specialized food lists of manufactured foods and diet help available. Meetings held 3 times a year: September, Christmas, and April/May, at 8 pm in McMaster University Medical Centre, Hamilton.

Area served: Open
Accessibility: Yes
Fees: $20.00 yearly membership
$ 7.50 celiac handbook

CANADIAN CHILDREN'S FOUNDATION

Kids Help Phone 91

(24 hours) **1-800-668-6868**
(Donations) **1-800-268-1121**

Mail address: P.O. Box 513
2 Bloor St. West, Ste. #100
Toronto, Ontario M4W 3E2

Description:

Program has 20 bilingual professional counsellors standing by 24 hours a day to take calls from anywhere in Canada. All callers are anonymous. Provides counselling, information and referral services for children or teenagers suffering

from loneliness, depression, school related problems, abuse, or neglect. Counsellors will also discuss sexuality, alcohol and drug abuse, problems with parents or siblings, and coping with parental separation or divorce. Counsellors have access to a computer database of 20,000 children's services across the country.

Area served: Canada

Administration Office **92**

60 Bloor St. West, Ste #1011 **1-416-920-5437**
Toronto, Ontario M4W 1A1

Executive(s): Shelagh Tippet-Fagyas, National Executive Director

Area served: Canada

CANADIAN CORPS OF COMMISSIONAIRES (Hamilton) 93

609-25 Hughson St. S. **522-7584**
Hamilton, Ontario
L8N 2A5

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): H. L. Wilcox, Commandant

Description:

Employment service for ex-service personnel such as security officers, night watchmen, parking attendants, etc.

Area served: Hamilton and Brantford, Guelph, Kitchener, St.Catharines, Niagara Falls

Accessibility: Six steps to elevator.

Fees: None

CANADIAN CYSTIC FIBROSIS FOUNDATION HAMILTON CHAPTER 94

Mail address: P.O. Box 42
R.R. #2
Hamilton, Ontario
L8N 2Z7

Executive(s): Robert Tait, President 335-9693
2388 Cavendish Drive
Burlington, Ontario
L7P 3B8

Contact(s): Helen Colvin 659-1555

Description:

(a) To disseminate information on Cystic Fibrosis;
(b) To provide information regarding therapeutic and drug assistance to those afflicted with this disease;
(c) To conduct research into the basic causes and treatment of Cystic Fibrosis;
(d) To raise funds for the above purposes.

Area served: Hamilton Wentworth, Burlington, and Haldimand-Norfolk, Brantford and Oakville
Fees: None

CANADIAN DIABETES ASSOCIATION - HAMILTON DISTRICT BRANCH 95

501 Concession Street 385-3535
Hamilton, Ontario
L9A 1C1

Hours: 9:00 am to 5:00 pm Monday to Friday
10:00 am to 3:00 pm Saturday

Executive(s): Jean Aceti, Executive Director

Description:

(a) An information and resource centre for diabetics designed to help diabetics and others know more about diabetes and its control through literature, films and talks;
(b) To provide funds for sending diabetic children to camp, and for research.

Information pamphlets and VHS educational tapes are available. The tapes can be borrowed free and some of the topics include:

1. What is diabetes?
2. Meal Planning
3. Exercise
4. Insulin
5. Monitoring
6. Type II Diabetes
7. Pregnancy
8. Complications

(c) Association has set up a store selling every kind of diabetic supply such as syringes, monitors, test strips, insulin protectors, lancing devices and cookbooks. DOES NOT SELL INSULIN. Members given a 10% discount.

Area served: Hamilton Wentworth
Accessibility: Wheelchair accessible

Fees: $15.00 per year for regular membership
$ 7.00 per year for pensioners
$ 9.00 per year for youth (16-25 yrs)

CANADIAN FOUNDATION FOR ILEITIS AND COLITIS 96

Mail address: P. O. Box 4363, Station D
Hamilton, Ontario
L8V 4L8

Contact(s): Mrs. Connie Graham 545-0100

Description:

The Hamilton Chapter now has over 200 family members. The Canadian Foundation has over 8,000 family members. Our purpose is to increase public

awareness and raise funds for research into the causes of inflamatory bowel disease, such as Crohn's disease and colitis. There is an active foundation in every province of Canada.

Area served: Hamilton Wentworth

CANADIAN FOUNDATION FOR THE STUDY OF INFANT DEATHS 97

(Collect) **1-416-488-3260**
FAX 1-416-488-3864

Mail address: National Office
P.O. Box 190, Station R
Toronto, Ontario
M4G 3Z9

Executive(s): Beverley De Bruyn, Executive Director

Description:

Local resource people are available to provide information and emotional support to families stricken by Sudden Infant Death Syndrome. Call collect at the phone number listed above. To supply informational material for public education and to support ongoing research.

Area served: Canada
Accessibility: Yes
Fees: None

CANADIAN HEARING SOCIETY

Hamilton Regional Office 98

2301 King Street East
Hamilton, Ontario
L8K 1X6

545-9931
FAX 545-0337
TTY-TDD 545-3877

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Robert Kendrick, Regional Director
Keith Hincks, Board President

Description:

This society offers services to deaf and hard of hearing people, advocating their interests and promoting their rights.

1. These services include rehabilitation and social services, counselling, interpreting, technical aids information and assistance, agency referrals, sign language and speechreading courses, health education and community development.
2. The United Ways of these districts partially support this agency and funding also comes from government grants, donations and memberships.
3. Provide job placement, counselling and interpreting for the hard of hearing adult.
4. Arrange for hearing aid referrals.
5. The Regional Office also provides social and meeting room space on the lower level for deaf and hard of hearing consumer groups.

Area served: Brant County, Niagara Region, Halton Region and Hamilton Wentworth
Accessibility: Yes
Fees: Memberships available: $10.00 yearly, $15.00 family, $100.00 lifetime.

CANADIAN MENTAL HEALTH ASSOCIATION - HAMILTON WENTWORTH BRANCH 99

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1 Hunter Street East
Hamilton, Ontario
L8N 3W1

521-0090
FAX 521-0211

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): John Johnston, President
Phyllis Turner, Executive Director

Description:

The Association operates to ensure the best possible care, treatment, and rehabilitation of the mentally ill, to strive to prevent mental illness and to protect

and promote mental health.

Area served: Hamilton Wentworth
Accessibility: Yes

Baldwin Housing Program **100**

257-259 Bay Street South **577-1127**
Hamilton, Ontario
L8L 1M2

Executive(s): Dennis DeSalvo, Director

Description:

A 14 bed non-profit housing program for those with psychiatric disabilities.

The Baldwin Housing Program has two major components. The first objective is to make available to people who have borne the burdens of a psychiatric illness, adequate, affordable housing. The second goal is to provide a living environment that is supportive of the individual's efforts to live a more self-determined lifestyle.

Area served: Hamilton Wentworth
Accessibility: Not accessible by wheelchair

Community Enrichment Services **101**

1 Hunter Street East **521-0090**
Hamilton, Ontario
L8N 3W1

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Marilyn Jewell, Director

Description:

To facilitate the maintenance of chronically disabled ex-psychiatric persons in the community. The target population is characterized by their limited ability to meet the demands of life. Many have demonstrated difficulties with self-care, financial management, work habits, socialization, leisure time activities and other aspects of daily living. This program will provide assessment of individual skill deficits and intensive personal training in the skills necessary for the management of daily life.

Area served: Hamilton Wentworth

Evening Social Recreation Rehabilitation Program 102

Contact(s): Marty McLeod, Director 521-0090
Olga Draper, Staff
Paul Curtis, Staff

Description:

An innovative program specifically held in the evening to compliment current psychiatric day programs. The program has been developed primarily for consumers of mental health services. A variety of downtown locations have been selected in an effort to reach the maximum number of consumers. Call for times and dates of programs.

Locations are:

Tuesday	Kirkendall-Strathcona Neighbourhood House
Wednesday	St. Giles United Church
Thursday	Central Memorial
Friday	James St. Baptist Church
Saturday	locations to be announced during the evening sessions.

Area served: Hamilton Wentworth
Fees: None

Health Promotion Program 103

Executive(s): Moira Bloom, Director 521-0090

Description:

The Health Promotion Program focuses on the general population to increase awareness with regard to mental illness and to promote mental well being, especially as various life changes occur. Learning opportunities are available through a magazine ("Different Drummer"); public forums; public workshops; programs for those at higher risk (such as survivors of suicide) education series; developing, monitoring self-help groups, etc. As needs become known, other programs are developed. Another service offered is a Speaker's Bureau, composed of a highly diverse group of professionals with expertise in a variety of topics, such as aging, suicide. This public service is available to interested service clubs, community organizations, industries, and media. Overall, the Health Promotion Program encourages self-awareness, self-acceptance, self-responsibility, and self-assertiveness.

Area served: Hamilton Wentworth
Accessibility: Yes

Residential Skills Development Program 104

Executive(s): Marilyn Jewell, Director 521-0990

Contact(s): Bethne Berzins, Mediation Support Worker

Description:

Working with groups of residents in specific second level lodging homes or Homes for Special Care in the Hamilton - Wentworth area, this program provides supportive care to adult, chronic ex-psychiatric patients. Rehabilitation workers help residents develop skills for everyday living (how to cook, clean, budget, have fun, make friends, be responsible citizens). Also, the mediation support worker assists residents and operators of homes on a one-to-one basis to work through issues that require individualized attention.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

CANADIAN NATIONAL INSTITUTE FOR THE BLIND 105

1686 Main Street West 528-8555
Hamilton, Ontario L8S 1G4

Hours: 8:00 am to 4:30 pm Monday to Friday

Executive(s): George Mayor, Regional Director, Southwest Region

Contact(s): Mr. W. J. Brown, District Administrator

Description:

To ameilorate the condition of the blind, to prevent blindness, and to promote sight enhancement services.

Major Services:

1. Counselling for visually impaired children, adults, seniors and their families, around vision loss.
2. Rehabilitation Services: includes teaching of braille, typing, home management skills, personal management skills and independent travel

(O&M) and provision of white canes.

3. Production Center: provides employment related assessment training and occupational employment.
4. Employment: assists in providing blind and visually impaired job opportunities in the community.
5. Library: leisure reading books and magazines and professional support material available on tape cassette and braille.
6. Technical Aids: assess and train on the use of high tech equipment and devices for daily living.
7. Deaf Blind Services: intervenors to assist with communications and display of special equipment.
8. Sight Enhancement Services: low vision assessment and special adaptive equipment is available for persons with poor vision.
9. Recreation: leisure programs available at the center; vacation facilities at Lake Joseph in Muskoka.
10. Residence: accommodation available for blind and visually impaired persons who require intensive training and rehabilitation programs, (57 beds), leading towards integration into the community.
11. Rehabilitative Day Program for the visually impaired.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

CANADIAN RED CROSS SOCIETY - DUNDAS BRANCH 106

12-33 King Street East **628-2552**
Dundas, Ontario
L9H 5R1

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Linda Kelly, Manager, Homemakers
Margaret Myette, Homemakers Supervisor

Description:

1. Homemaker's Services
2. Equipment Loan Service
3. Water Safety
4. Blood Donor Clinics
5. Emergency Services

Area served: Dundas, Waterdown, Ancaster, Flamborough.
Accessibility: Not accessible by wheelchair

CANADIAN RED CROSS SOCIETY - HAMILTON BRANCH 107

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400 King Street East
Hamilton, Ontario
L8N 1C3

522-8485
FAX 522-2826

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Patricia Hutchison, Area Director, West Central Ontario

Contact(s): Arlene James, Administrative Assistant

Description:

Volunteer-based organization which provides emergency relief and humanitarian service to the public, in time of disaster or conflict in Canada and around the world; through the operation of a national blood service; through community-based health and social service initiatives. Many exciting and rewarding opportunities exist for people to volunteer.

Area served: Hamilton Wentworth
Accessibility: Yes

Blood Donor Recruitment 108

Contact(s): Marnie Schatz, Area Manager, West Central Ontario 522-8485

Description:

The aim of this program is to recruit and retain sufficient numbers of voluntary blood donors to enable The Canadian Red Cross Society to meet all blood and blood product requirements of the 28 area hospitals which we serve.

Permanent Clinic Hours:
4:00 to 8:00 pm Monday
9:00 am to 8:00 pm Thursday
9:00 am to 2:00 pm Tuesday, Wednesday, Friday

Mobile clinics are scheduled in various communities which are served by the Hamilton Blood Centre.

Area served: Hamilton Wentworth
Accessibility: Yes

Community Services **109**

522-8485

Description:

Through the provision of service to the disabled, elderly and those following disaster, the Community Services department helps the Hamilton community.

Emergency Services: provides Registration and Inquiry and shelter assistance in the event of a local disaster. It is also prepared to provide temporary lodging and feeding to fire victims when other services from the Region of Social Services are not available.

Seniors' Services: has two programs to help seniors to remain active and independent. The Friends Program provides a volunteer team as hosts to accompany a group of seniors on a "friendly" outing which includes a visit to a grocery store. The Transportation Program provides transport on a regular basis for seniors or disabled, living in Hamilton, to therapy and medical appointments.

Sickroom Equipment Loan Service: helps people to recuperate from injury and illness in the comfort of their own homes by providing equipment such as crutches, commodes and wheelchairs, which should be picked up at above address.

Area served: Hamilton Wentworth
Accessibility: Yes

International Services **110**

522-8485

Description:

Red Cross ensures Hamilton residents have the opportunity to respond to the victims of natural or war disasters around the world by channelling much needed funds and personnel through its worldwide society.

Tracing and Reunion: helps to reunite families separated by war or other disaster.

Creations: raises money for the Society's international development and domestic assistance activities by selling excellent quality volunteer-produced handicrafts. Many articles are displayed in our boutique in the main lobby.

Area served: Hamilton Wentworth
Accessibility: Yes

Safety Services **111**

522-8485

Description:

Water Safety: equips Canadians with the skills, knowledge and attitudes to function safely in the aquatic environment. Many programs are offered through area recreation and community centres.

First Aid: promotes safety awareness, education, and First Aid training to prevent and reduce the incident of death and suffering caused by personal injury, accidents, and sudden illness. First Aid courses are available at the branch, at community locations, and in the workplace.

Packages of resource material on safety awareness are available for teachers, youth groups (brownies, cubs), for a small fee.

Area served: Hamilton Wentworth
Accessibility: Yes

Unrelated Bone Marrow Donor Registry **112**

Contact(s): Nicola Jackson, 522-8485
Bone Marrow Recruitment Co-ordinator

Description:

This is a registry of potential unrelated bone marrow donors, for bone marrow transplants. Bone marrow transplantation is used primarily for patients with diseases such as leukemia, lymphoma and aplastic anemia. This registry is linked to registries in the United State, Great Britian and France. In order to be a bone marrow donor, a person must be a blood donor, and between the ages of 17 and 60, as well as attend a public information session held by Red Cross Personnel.

Area served: Canada

CANADIAN RED CROSS SOCIETY FLAMBOROUGH BRANCH 113

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315 Dundas Street East **689-0732**
Waterdown, Ontario

Mail address: P.O. Box 1141
Waterdown, Ontario
L0R 2H0

Hours: 1:30 pm to 5:00 pm Monday to Friday

Executive(s): Gudrun Goettsche, President
Dianne Bawden, Branch Manager

Description:

Meals-on-Wheels: to provide nutritious meals to anyone who may be unable to provide his or her own meals. At a nominal cost, the client may receive a lunchtime hot meal on one, or up to 5 days per week. This service is available in Freelton, Strabane, Millgrove, Carlisle and Waterdown.

Volunteer Drivers: to provide rides to and from medical appointments when no other means of transportation is available. No fee.

Sickroom Equipment Loan Service: to provide wheelchairs, walkers, canes, commodes, bath chairs, crutches, with medical referral, for a period of up to 3 months. No fee.

Friendly Visiting: to provide a regular visit between a volunteer and a client, promoting companionship for an elderly or shut-in person. No fee.

Blood Donor Clinics: clinics are held 4 times a year

First Aid and C.P.R.: to provide training in Standard and Emergency First Aid, and C.P.R. Classes are held on a regular basis. Fees are charged according to Ontario standards.

Emergency Services: to provide emergency food, shelter and registration in the event of a local disaster.

International Services: to provide a means whereby financial donations are accepted for international disaster relief. Family members can be traced through the Branch office. Monies are raised and donations accepted for the Child Alive programme -- oral rehydration for children in 3rd world countries.

Area served: Flamborough

Fees: None

CANADIAN REFORMED SOCIETY FOR A HOME FOR THE AGED INC. 114

Contact(s): Tony Vanderhout (B) 632-6192

Description:

A non-profit charitable Christian institution operating Ebenezer Villa, (a Home for the Aged) and Mount Nemo Lodge Nursing Home owned and operated by members of the Canadian Reformed Churches.

Accessibility: Yes

Fees: The 1990 rent is $455 monthly a for single bedroom units and $555 monthly for two bedrooms in the Senior Citizen Home on Stone Church Road East, Hamilton. Rates vary in the Nursing Home on Guelph Line, Burlington.

CANCER INFORMATION SERVICE 115

711 Concession Street
Hamilton, Ontario
L8V 1C3

387-1153
Outside Hamilton area: **1-800-263-6750**

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Teresa McPhail, Acting Coordinator

Description:

This service provides information on cancer and cancer-related topics to the general public, to cancer patients and their families, to health professionals and to the media, all calls are confidential.

- Dealing with treatment side effects
- Home care programs
- Rehabilitation help
- Coping with Cancer

Area served: Ontario

CATHOLIC CHILDREN'S AID SOCIETY OF HAMILTON WENTWORTH

499 King Street East, 2nd floor
Hamilton, Ontario
L8N 1E1

525-2012
(emergency after hours) **529-2677**
FAX 525-5606

Hours: 8:30 am to 4:30 pm Monday-Friday
4:30 pm to 8:30 pm Tuesday and Wednesday for appointments only

Executive(s): Mark A. Ewer, Executive Director

Description:

The purpose of the organization is to provide child welfare services to Catholic families and children in the Regional Municipality of Hamilton-Wentworth in accordance with the Child and Family Services Act, 1984 and Board policy. Section 15 (3) of the Act states that the functions of Children's Aid Societies include:

(a) investigating allegations or evidence that children, who are under the age of sixteen years, or are in the Society's care, or under its supervision, may be in need of protection;
(b) protecting, where necessary, children who are under the age of sixteen or are in the Society's care or under its supervision;
(c) providing guidance, counselling and other services to families for protecting children or for the prevention of circumstances requiring the protection of children;
(d) providing care for children assigned or committed to its care under this or any other act;
(e) supervising children assigned to its supervision under this or any other act;
(f) placing children for adoption.

Major Services For Families:

1. Individual and group counselling for Catholic parents and children.
2. Support services for the maintenance of the family unit.
3. Educational, training and support groups for children, adolescents and adults.
4. Prevention and family support programs.
5. Recreation programs for children who are experiencing a variety of social, emotional and behavioural problems.

Major Services For Single Parents:

1. Prenatal planning.
2. Counselling and support services for single parents.
3. Post-natal support for single parents.

Major Services For Children In Care:

1. Placement services for children, separated either temporarily or permanently from their parents (foster care, group care and institutional placement).
2. Individual therapy and counselling for children required to address their needs.
3. Adoptive placement for children who can benefit from such a placement.
4. Other programs as required by children in care (i.e. psychological testing and special education, etc.).

Area served: Hamilton Wentworth
Accessibility: No. Home visits available if required.
Fees: None

CATHOLIC FAMILY SERVICES OF HAMILTON WENTWORTH 117

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82 Stinson Street
Hamilton, Ontario
L8N 1S2

527-3823

Hours: 8:30 am to 4:30 pm Monday, Wednesday, Thursday and Friday
8:30 am to 8:30 pm Tuesday

Executive(s): Michael C. Meyer, Executive Director

Description:

A family service agency. Provides a range of services related to social problems that disrupt individual and family living. Provides service to anyone in need regardless of race, colour or creed. Major Services:

1. Marital, family, individual, group and crisis intervention counselling directed at marital conflict, separation, reconciliation, family violence, parent-child

difficulties, adolescent adjustment, problems of the elderly, emotional stress and individual adjustment problems.

2. Information and referral services
3. Credit counselling for the overindebted; home economist and budget counselling services.
4. Adult protective services for the adult mentally retarded; service co-ordination and volunteer assistance for the mentally retarded in special care, nursing homes and day program.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Family counselling and day program, based on ability to pay.

Case Management For Seniors **118**

Contact(s): Susan Daly, Seniors' Case Manager 527-3823
Debbie Heard, Seniors' Case Manager

Description:

Case Management is a service which clarifies an individual's service needs and arranges for the appropriate services to be satisfactorily delivered. The Case Manager will assist the individual with arranging and coordinating several needed services, e.g. Meals-on-Wheels, Tele-Touch, Legal Assistance, in instances where the individual cannot manage on his/her own.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Project First Step (Congress Court) **119**

30 Congress Crescent **527-3823**
Hamilton, Ontario
L8K 6C4

Mail address: 82 Stinson Street
Hamilton,Ontario
L8N 1S2

Executive(s): Cathy Long, Coordinator
Karen Bridgman, Coordinator

Contact(s): Dorothy Gardiner, Childcare Coordinator
Pat Wright, Public Relations

Description:

Assists young single mothers develop vocational goals in a group setting through building self-esteem, assessing community services and examining academic and employment opportunities.

Free childcare and bus tickets are provided.

Area served: Hamilton Wentworth

Project First Step (MacNab Street) **120**

c/o YWCA **527-3823**
75 MacNab Street South
Hamilton, Ontario
L8N 1S2

Project First Step (Mountain) **121**

Salvation Army Westmount Corps **527-3823**
261 Mohawk Road West
Hamilton, Ontario
L9C 1W2

St. Martin's Manor **122**

500 Mohawk Road West **575-7500**
Hamilton, Ontario
L9C 1X4

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Paula Forbes, Residence Supervisor

Description:

St. Martin's Manor, operated by the Catholic Family Services, provides residential care for up to 12 unmarried mothers. A residential program for young pregnant women, geared to self help in a caring home-like atmosphere.

Major Services:

1. Professional counselling - individual, group, as well as family
2. Prenatal and postnatal instruction
3. Complete medical care
4. On-site Educational Program
5. Preparation for independence

6. All programs open to non-residents

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Yes, based on ability to pay.

CATHOLIC YOUTH ORGANIZATION 123

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90 Stinson Street **528-0011**
Hamilton, Ontario L8N 1S2

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Mr. T. J. Gallagher M.S.W., Executive Director

Description:

Provides activities of a spiritual, civic/cultural, recreational and social nature for Catholic Youth. Operates within most city and area parishes. CYO operates two summer camps: Camp Brebeuf - resident; Camp Marydale - day. Children of any denomination are accepted at the camps. Camps include integrated program for the disabled.

Area served: Halton and Hamilton Wentworth
Accessibility: Yes. Ramp to the 1st floor.
Fees: Varies with activity.

CENTRE FRANCAISE HAMILTON 124

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970 King Street East, 1st Level **547-5702**
Hamilton, Ontario L8N 1C4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mrs. Pierrette Poulin, President

Contact(s): Renee Page, Coordinator

Description:

Community Centre for French speaking people in the Region. Has books in French (Library).

Course: General Interest French
Conferences in French
Evening of entertainment
French summer Day Camp

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $5.00 for a membership card

CHEDOKE-McMASTER HOSPITALS 125

521-2100

Mail address: P.O. Box 2000, Station A
Hamilton, Ontario
L8N 3Z5

Executive(s): Mr. R. C. Walker, President

Description:

A teaching hospital affiliated with the Faculty of Health Sciences, McMaster University, operating the Chedoke Hospital and McMaster University Medical Centre Sites. Also has a Volunteer Association of Chedoke McMaster Hospitals.

Area served: Central West Ontario

Chedoke Hospital Site 126

Sanatorium Road 521-2100
Hamilton, Ontario

Description:

The Chedoke Hospital Site is a specialty teaching hospital providing regional programs in Special Rehabilitation, Child and Family Services, Orthopedics and Geriatric Assessment services, and long term care. The hospital's Emergency Services serve the immediate community and diagnostic services, operating rooms and an intensive care unit support all of its clinical programs.

Area served: Central West Ontario
Accessibility: Yes

Chedoke Hospital Site
Child and Family Centre **127**

Sanatorium Road **521-7950**
Hamilton, Ontario

Description:

The Child and Family Centre of Chedoke-McMaster Hospitals is a regional children's centre for west-central Ontario. Programs provide treatment for children with behavioural disorders, neurodevelopmental and/or chronic physical handicaps, and communicative disorders in cases where local resources are insufficient for appropriate assessment and treatment. The Child and Family Centre is located at the Chedoke Hospital site, although many programs are based in the community.

Assessment, diagnostic and treatment services are provided on an outpatient basis, and a small residential program for adolescents is available. The Centre provides consultation to health care professionals and agencies in the region.

The Centre takes a philisophical approach towards looking at the whole child, including his/her physical, intellectual, behavioural and emotional, social and educational abilities in the context of the family, the school and the community.

Outpatient assessment, treatment and follow-up are provided by:

- Psychiatric Teams
- Children's Service Team (up to 12 years)
- Adolescents' Service Team (13 to 18 years)
- Developmental Assessment and Treatment Service Teams (0-18 years)

This Centre will provide drug abuse counselling for a child or adolescent. Must be referred by family physician.

Area served: West Central Ontario

Child and Family Centre
Autistic Program **128**

Sanatorium Road **521-7950**
Hamilton, Ontario

Area served: Hamilton Wentworth

Child and Family Centre
B'nai Brith **129**

Sanatorium Road **521-2100**
Hamilton, Ontario **Ext.7035**

Description:

Co-ed residential treatment centre for teenagers. Referrals only through the Association of Agencies For Treatment and Development.

Area served: Hamilton Wentworth
Accessibility: Yes

Child and Family Centre
Cornerstone Youth Services **130**

354 King Street West **527-8115**
Hamilton, Ontario
L8P 1B3

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Bonnie Buchanan, Program Coordinator

Description:

Cornerstone is a day program offering part-time and full-time programming with a focus on skill development in the areas of life management, social/interpersonal relationships, art, recreation and academic upgrading. Services provided individually and in small groups. Some individual and family therapy is provided at the program. Individual and family therapy may be provided by adolescent outpatient team or other community services. This is a Child and Family Program and intake is through adolescent outpatient services at 521-7950.

Area served: Hamilton-Wentworth, Niagara, Halton, Dufferin and Wellington Counties
Accessibility: Yes
Fees: None

Child and Family Centre
Infant Parent Program **131**

Sanatorium Road **521-2100**
Hamilton, Ontario **Ext. 7355**

Executive(s): Joyce Hubert

Description:

Home intervention program designed to serve families whose infants (under 2 years of age) have been identified as being developmentally "at risk" due to biololgical/environmental factors.

Accessibility: Yes

Chedoke Hospital Site
Geriatric Day Hospital **132**

Sanatorium Road **521-7969**
Hamilton, Ontario

Hours: 9:30 to 2:30 pm Monday/Wednesday or Tuesday/Thursday
Special arrangements are possible.

Contact(s): Pat Ordowich, Day Hospital Coordinator

Description:

Day Hospital operates as an outpatient program to help the elderly reach and maintain a level of physical and mental health that will enable them to remain in the community. The service is designed as an alternative to admission to a hospital or nursing home.

Assessment: a team of health professionals provides a complete assessment of patients health.

Treatment: Individual or group treatment by professionals including consultative services.

Health Education: Patients and their families are encouraged to participate in treatment programs and are taught methods of assisting patients.

Admission: 65 or older, live in Hamilton-Wentworth region, have multiple physical/psychosocial problems requiring a team approach

Patients are discharged when treatment goals are reached and maintenance support is arranged through community social service agencies. Referral through a licensed physician. Patients are encouraged to provide their own transportation, many use DARTS. Lunch and snacks are provided. Tours of Day Hospital may be arranged.

Area served: Central West Ontario
Accessibility: Yes

Chedoke Hospital Site
Moreland Centre 133

Sanatorium Road
Hamilton, Ontario

521-2100
Ext. 7591

Hours: 24 hours a day, Sunday night to Friday afternoon.

Executive(s): Khem Chopra, Director

Description:

This Centre offers an intensive, five week, inpatient treatment sequence for both men and women, the emphasis of which is to help the patient to choose a healthy lifestyle in place of a destructive lifestyle. This is achieved by teaching the patient skills to reduce anxieties and life stresses. Participation and continued involvement of the family is an integral part of the patient's treatment program and is strongly encouraged. Provide a weekly specialized Women's Group for After-Care.

SERVICES:
Individual counselling, problem solving groups, human sexuality workshop, psychodrama workshop, physical fitness program, individual meditation, sensitivity training, recreation workshop, transactional analysis workshop, relaxation therapy, creativity workshop, reality therapy, family communications workshop; assertiveness training, insight and awareness workshop; also offered are educational lectures, slide presentations and films on alchoholism. Antabuse is not mandatory. Other services include a Co-dependency Program for the spouses and children of addicted persons. The spouses group includes 8-12 weekly workshops with emphasis on interpretation, exploration and problem solving techniques.

Area served: Hamilton Wentworth, Brant, Dufferin, Haldimand, Norfolk, Wellington, and the Regional Municipalities of Niagara and Waterloo.
Accessibility: No
Fees: OHIP

Chedoke Hospital Site
Ralph Sazio Dental Clinic For Handicapped Children 134

521-2100
Ext. 5528

Hours: 9:00 am to 5:00 pm Monday and Friday

Description:

The clinic provides dental care to children with handicaps such as mental retardation, musculoskeletal disease, hemophilia, cystic fibrosis and children receiving immunosuppressive medications.

Area served: Hamilton Wentworth
Fees: According to the Ontario Dental Association Fee Schedule.

McMaster University Medical Centre Site **135**

1200 Main Street West **521-2100**
Hamilton, Ontario

Mail address: P.O. Box 2000, Stn. "A"
Hamilton, Ontario
L8N 3Z5

Description:

The McMaster University Medical Centre site offers a wide range of primary, secondary, and tertiary health care for inpatients, as well as outpatients through a Family Practice clinic and a wide range of specialty referral clinics. The division provides emergency health care as well as diagnostic services. The major regional programs of this division include Pediatrics and High Risk Obstetrics.

Area served: Central West Ontario
Accessibility: Yes

CHILD FIND (ONTARIO) INC. 136

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345 Lakeshore Road East, Suite 309 **1-416 842-5353**
Oakville, Ontario (24hrs) **1-800-387-7962**
L6J 1J5

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Judy McDonald, Executive Director

Description:

Assists in the locating of missing children. Conducts awareness and education

programs for both children and adults. Child Find is a registered, non-profit organization.

Area served: Ontario

CHILDREN'S AID SOCIETY OF HAMILTON WENTWORTH 137

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143 Wentworth Street South
Hamilton, Ontario
L8N 4B9

522-1121
After hours 522-8053

Mail address: P.O. Box 1107, Station A
Hamilton,Ontario
L8N 4B9

Hours: 9:00 am to 5:00 pm Thursday and Friday
9:00 am to 9:00 pm Monday, Tuesday, Wednesday

Summer Hours (July 1 to August 31 inclusive):
8:30 am to 4:30 pm Monday to Friday
8:30 am to 8:30 pm Wednesday evening, by appointment

Executive(s): Brenda Yates, President
23 Elmhurst
Hamilton, Ontario
L8T 1C5

Sylvio Mainville, Managing Director

Description:

A government funded agency with a private board of directors serving children, adolescents and families.

Major Services:

Services provided are determined by the Child and Family Services Act and include the following: development of preventative community programs designed to forestall the breakdown of family relationships; counselling services to children under 16 years of age and their parents when there are family problems; placement of children in individual and group home foster family settings--either with the consent of their parents or under order of the court--when the child

cannot be helped in her/his own home; assistance to single pregnant girls re plans for confinement, their own future and that of their child; adoption placement of infants and older children who are legally and emotionally free for adoption; supervision, finalization of adoptions through the court and ongoing assistance to adoptive families.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Re Private and family related adoptions

Sexual Abuse Treatment Groups (Reaching Out) **138**

143 Wentworth Street South **522-1121**
Hamilton, Ontario
L8N 4B9

Mail address: Co-ordinator, Sexual Abuse Treatment Groups
c/o Children's Aid Society of Hamilton Wentworth
P.O. Box 1107, Station A
Hamilton, Ontario
L8N 4B9

Hours: 9:00 am to 5:00 pm Monday and Friday
9:00 am to 9:00 pm Tuesday, Wednesday, Thursday

Summer Hours (July 1 to August 31 inclusive):
8:30 am to 4:30 pm Monday to Friday
8:30 am to 8:30 pm Wednesday evening, by appointment

Description:

The Children's Aid Society of Hamilton-Wentworth, through the Sexual Abuse Network, has organized a broad spectrum of treatment groups conducted by health care professionals and trained volunteers. These treatment groups provide a safe environment where the trauma and pain of sexual abuse can be discussed openly and where victims can learn new skills for coping with the problem. Groups are available not only for child victims, but also for their families, and the perpetrators of abuse. The program is a flexible one with new groups being added according to community needs. Speaking engagements and assistance in the organization of prevention programs for children can also be obtained.

Area served: Hamilton Wentworth

CHILDREN'S INTERNATIONAL LEARNING CENTRE 139

100 James Street South **529-8813**
Hamilton, Ontario L8P 2Z2 UNICEF **529-3173**

Hours: 9:30 am to 4:30 pm Monday to Friday

Contact(s): Sheila Davies, Director (H) 525-2679

Description:

Objectives are to provide dynamic teaching programs which encourage in children an awareness of our world community, and attitudes of friendship and respect for children of different racial, religious and national backgrounds.

Major Services:

1. Each year 5-6 curriculum-based programmes on international themes are offered for regional schools and community interest groups. Programs include a tour of the "Discovery Room" related activities in the "Gallery" and a related film. Each tour lasts ninety minutes and must be booked well in advance of desired date of visit. Programs are recommended for grade 2-6.
2. Resource material library.
3. Public/family weekend programmes.
4. M.A.D. Creative Art School (music, art and drama) for 6-12 year olds: March Break and Holidays.

Area served: Hamilton Wentworth and Halton
Accessibility: Yes
Fees: $2.00/student per tour. Programme fees vary.

CHRISTIAN COUNSELLING SERVICES

Peoples Church **140**

510 Mohawk Road West **387-6076**
Hamilton, Ontario L9C 1X4

Hours: By appointment only - am and pm

Contact(s): Chris Kent

Description:

To supply family, marital, or single Christian counselling to our community.

Area served: Hamilton, Burlington, and Niagara
Fees: $40.00 per session

St. John Presbyterian Church **141**

19 Tisdale Street North **387-6076**
Hamilton, Ontario
L8L 8A7

Hours: By appointment only - am and pm

Contact(s): Chris Kent

Description:

To supply family, marital, or single Christian counselling to our community.

Fees: $40.00 per session

CHRISTIAN HORIZONS

Horizon House Hamilton I **142**

130 Dufferin Street **522-8861**
Hamilton, Ontario
L8S 3N6

Hours: 24 hours

Contact(s): Mrs. C. Vinter, Director

Description:

Provides a residential program for six developmentally handicapped children of the Hamilton Wentworth district.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $3.00/day

Horizon House Hamilton II **143**

18 & 20 Hatt Street **627-7233**
Dundas, Ontario
L9H 2E8

Hours: 24 hours

Contact(s): Mr. L. Cozzarin, Director

Description:

Provides a residential program for eight mentally handicapped adults of the Hamilton Wentworth District.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $3.00/day

Horizon House Hamilton II -
Supported Independent Living **144**

627-7233

Contact(s): Mrs. Joyce Beimers, Supervisor

Description:

Provides residential support to developmentally handicapped adults living in apartment settings.

Area served: Hamilton Wentworth
Accessibility: Accessible to the physically disabled

Horizon House Hamilton III **145**

15 Lorraine Drive **574-1577**
Hamilton, Ontario
L8T 3R8

Hours: 24 hours

Executive(s): Ms. Patricia McLennan, Director

Description:

Provides a residential program for four developmentally handicapped adolescents and adults of the Hamilton Wentworth District.

Area served: Hamilton Wentworth
Accessibility: Accessible to the physically disabled

CITIZEN ACTION GROUP - HAMILTON 146

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33 Bold Street
Hamilton, Ontario
L8P 1T3

528-9803
528-8713

Hours: 9:00 am to 12:00 pm Monday to Friday
1:00 pm to 4:30 pm Monday to Thursday
Closed Friday afternoon

Executive(s): Dr. J. A. Browne, President
Jon Buttrum, Executive Director

Description:

This organization provides employment preparation and counselling services for the hard-to-employ:

1. Welfare recipients and sole support parents
2. Ex-psychiatric patients

Major Services:

1. Employment preparation and counselling.
2. Access to aptitude, interest and vocational testing.
3. Access to skill training programs.
4. Access to on-the-job work assessment programs.
5. Employer information sessions.
6. Job placement and follow-up.

Area served: Hamilton Wentworth
Accessibility: No

Hamilton Help Centre **147**

77 Victoria Avenue South **521-9107**
Hamilton, Ontario L8N 2S8 **521-9165**

Hours: 9:00 am to 12:00 pm Monday to Friday
1:00 pm to 4:30 pm Monday to Thursday
closed Friday afternoons

Description:

To provide employment related services to older workers, age 25 and up.

Major Services:

1. Employment counselling and preparation
2. Access to skill training and on-the-job programs
3. Assistance with job placement and follow-up

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Youth Employment Centre **148**

33 Bold Street **522-4904**
Hamilton, Ontario **522-4902**
L8P 1T3

Hours: 9:00 am to 12:00 pm Monday to Friday
1:00 pm to 4:30 pm Monday to Thursday
Closed Friday afternoon

Executive(s): Jon Buttrum, President
Patti Stirling, Vice President

Contact(s): Karen Reynolds, Secretary

Description:

To provide employment related services to youth, 15-24 years of age.

Major Services:

1. Vocational assessment and counselling.
2. Referral to on-the-job assessment programs.
3. Employer information sessions.
4. Information on all youth employment programs.

Area served: Hamilton Wentworth
Accessibility: No
Fees: None

COMMUNITY INFORMATION SERVICE HAMILTON-WENTWORTH 149

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55 York Boulevard **528-0104**
(Hamilton Public Library)
Hamilton, Ontario

Mail address: P.O.Box 2700, Station A
Hamilton, Ontario
L8N 4E4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Jessica Brennan, President
Lesley Russell, Executive Director

Description:

Community Information Service will provide services which result in:
- a public that is well informed about government and community services
- community awareness of unmet needs

Major Services:

Information Counsellors: help callers to identify their problem and to find appropriate services to meet their needs. All requests are treated confidentially. Information is available by telephone, interview, or letter, on housing, day care, pollution, legal counselling, recreation, seniors' activities and services, government programs and services, financial assistance, consumer problems or any other information.

Information Base: An efficient, accurate, and relevant information system on services and resources available through governments, voluntary organizations, and other groups is maintained.

Community Consultation: CIS provides consultative services to special interest groups needing help in the appropriate use of community resources.

Social Reporting: When gaps in service are identified, the CIS Unmet Needs and

Statistics Committee refers the problem to appropriate organizations for corrective action.

Publications: CIS produces the Directory of Community Services (The Red Book), The Informer, a bi-monthly newsletter and updating service for The Red Book, as well as numerous specialized directories and pamphlets on a variety of topics. Mailing labels and customized special interest lists are also available.

Area served:	Hamilton Wentworth
Accessibility:	Yes
Fees:	No charge for most services. Fees are charged for some publications.

COMMUNITY NURSING REGISTRY 150

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375 Main Street East 527-2646
Hamilton, Ontario
L8N 1J4

Hours: 24 hour service.

Executive(s): Patricia Hummason, Reg. N., Director

Description:

Non-Profit Nursing Organization supplying registered nurses, registered nursing assistants, and health care aides for care in homes, hospitals, industries, nursing homes, etc.

CONSERVER SOCIETY OF HAMILTON AND DISTRICT INC. 151

Mail address: 15 Fassett Avenue
Hamilton, Ontario
L9C 4E6

Contact(s): Bill Randall, Vice President
Josie Keilt, Chairperson (H) 544-0329

Description:

Group activities include public education, promoting composting, cleaning up the Hamilton Harbour and assisting other environmental groups. Will give presentations, imput into environmental hearings, and has established an evironmental trust fund for environmental research.

Area served: Hamilton Wentworth
Fees: Yes

COUNCIL FOR EXCEPTIONAL CHILDREN

Hamilton-Wentworth Chapter 289 **152**

Mail address: c/o Regina Mundi School
675 Mohawk Road West
Hamilton, Ontario L9C 1X7

Contact(s): Jackie Bajus, Publicity Chairperson 383-7244

Description:

To promote the education of exceptional children and youth and to provide any professional activities necessary to advance such education. To achieve this purpose, the chapter engages in numerous activities and a program of regular monthly meetings. Membership consists of professional personnel in Hamilton-Wentworth who are actively engaged in Special Education, and other persons interested in the education of these children. This council is not an employer.

For information re educational programs the appropriate Boards of Education may be contacted:

Board of Education for the City of Hamilton
Mr. Robert Adams
Coordinator, Special Services
527-5092

Hamilton Wentworth Roman Catholic Separate School Board
Mr. James Hansen
Superintendent of Supervision and Operations
525-2930 Ext. 144/145

Wentworth County Board of Education
Ms. Elizabeth G. Bond
Superintendent of Program Services
523-5684 Ext. 11

Area served: Hamilton Wentworth
Accessibility: Needs are met as often as permits.
Fees: No membership fee for special inservice programs. Inquiries into membership can be addressed to the first contact name listed above.

COUNCIL ON ROAD TRAUMA 153

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224 James Street South **528-7149**
Hamilton, Ontario
L8P 3A9

Hours: 9:00 am to 4:00 pm Monday to Friday

Executive(s): P.R. Knight, F.R.C.S.(C), Chairperson
J. Nelson Allan, R.I.A., F.S.M.A.C., Treasurer

Contact(s): Carol Baxter, Coordinator/Secretary

Description:

To act as a forum for the development and promotion of road safety programs, directed at preventing road accidents; to reduce the effects of crashes and to foster a high standard of first aid and medical care for victims.

Programs:

Drive Dry is the association's impaired driving awareness program. Its long range goal is to make the region free of impaired drivers.

The Ontario Students Against Impaired Driving (OSAID) Hamilton Wentworth Programme is available to all high school students in the region. The programme's goal is to develop an awareness of the problem of impaired driving amongst students and to promote responsible behaviour.

Area served:	Hamilton Wentworth	
Accessibility:	Not accessible to the physically disabled	
Fees:	Individual or Family	$ 25.00
	Associations	$ 100.00
	Corporate:	
	1-10 Employees (based in Hamilton)	$ 100.00
	11-25 Employees	$ 200.00
	Over 26 Employees	$ 500.00

COUNCIL ON SUICIDE PREVENTION FOR HAMILTON AND DISTRICT 154

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135 Rebecca Street **577-9118**
Hamilton, Ontario
L8R 1B9

Contact(s): Betty-Anne Brown 521-1660

Description:

A multi-agency group which meets monthly to discuss suicide prevention, current treatments, and initiates community oriented public awareness programs and activities. Adheres to the theme: "Suicide - it need not happen".

Major Services:

Prevention through education, including workshops aimed at professional caregivers; public forums; a Speakers Bureau, and distribution of our "Handbook for Caregivers". We are available for teaching sessions, group discussions and membership is open to any contacts for information or assistance. We are NOT a crisis or counselling service.

Area served: Hamilton Wentworth

Accessibility: Yes

Fees: None

CUSO 155

25 Hughson Street South, Ste #504 528-4443
Hamilton, Ontario
L8N 2A5

Hours: 9:00 am to 12:00 Daily

Executive(s): Anne Philpot, Coordinator

Description:

CUSO is a private, charitable organization participating in the development of some 45 countries in Asia, Africa, Central and Latin America, the Caribbean and the South Pacific. CUSO is assisting in three ways: by providing qualified and skilled workers in response to specific requests, by offering financial support for overseas self-help projects, and by involvement in development education within Canada to make Canadians aware of disparities in living standards across the world, the reasons for this and the possible solutions.

Major Services:

Job placements in developing countries for skilled and qualified people of all ages. Interested people are also welcome to join an active CUSO Local Committee in Hamilton who participate in some of the activities such as recruitment, development education and fund raising.

Area served: Hamilton, Brantford and Niagara Peninsula including St. Catharines and Niagara Falls
Accessibility: Not accessible to the physically disabled

DAWN PATROL GROUP HOMES INC.

Administrative Office 156

82 Victoria Avenue South 526-9529
Hamilton, Ontario
L8N 2S7

Hours: 9:00 am to 5:00 pm Monday to Friday.

Executive(s): John Sweetman, President of the Board
John Prinzen, M.S.W., C.S.W., Executive Director

Description:

Dawn Patrol provides residential care for young offenders in Phase I and Phase II programs. Dawn Patrol offers a variety of programs to assist residents in rehabilitation and reintegration into the community. The facilities are managed by Residence Directors and a full complement of experienced staff, trained specifically to assist residents.

Area served: Ontario
Accessibility: No

Newcombe House **157**

88 Victoria Avenue **528-0386**
Hamilton, Ontario

Patterson House **158**

1646 Main Street East **549-3740**
Hamilton, Ontario

Victoria Avenue Residence **159**

125 Victoria Avenue **528-2378**
Hamilton, Ontario

DIOCESAN OFFICE FOR FAMILY MINISTRY 160

Cathedral Square **522-7263**
700 King Street West
Hamilton, Ontario
L8P 1C7

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Edward Krupica, Director

Contact(s): Anna Frigault, Program Coordinator
Lionel Frigault, Program Coordinator

Description:

To support and strengthen marriage and family life particularly in the Catholic community.

Major Services:

Marriage preparation for engaged couples
Catholic engaged encounter
Natural family planning
Marriage enrichment
Separated and divorced Catholics
Marriage encounter
Resource persons
Leadership training
Parenting programs
Resource materials

Area served:	Hamilton Wentworth
Accessibility:	Not accessible to the physically disabled
Fees:	None

DISABILITY INFORMATION SERVICE HELPLINE 161

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c/o Hamilton Public Library
55 York Boulevard
Hamilton, Ontario L8R 3K1

529-3139
TTY-TDD 529-3139

Mail address:	Box 2700, Station A Hamilton, Ontario L8N 4E4
Hours:	9:30 am to 4:30 pm Monday to Friday
Executive(s):	Rick Jackman, Executive Director
Contact(s):	Sandi Mugford, Information Counsellor

Description:

A free, confidential phone service providing information, referral, and informal counselling. The Disability Information Service Helpline (DISH), provides one-stop access to information about community programs and services for persons with

disabilities, their families, friends, professionals and students. Located at the Central Library, DISH is accessible for visits in person.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

DISABLED AND AGED REGIONAL TRANSIT SYSTEM 162

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28 Ewen Road
Hamilton, Ontario
L8S 3C4

Todays Trips/Cancellations
529-1212
Future Bookings
529-1225

Hours:

7:00 am to 11:00 pm Monday to Thursday
7:00 am to 1:00 am Friday
8:00 am to 1:00 am Saturday
8:00 am to 11:00 pm Sundays
9:30 am to 11:00 pm Statutory Holidays

Executive(s): Brian Pinto, Executive Director

Description:

To provide transportation to those individuals who are unable to use regular public transit with dignity, due to a disability.

Major Services:

Transportation of the disabled to work, medical appointments, day care, education, therapy, social recreation and shopping. Provides charter service for a group of individuals (disabled) who would like to travel together for a particular activity.

DARTS contracts out to a company called JENC to handle their overload. One CANNOT contact JENC for transportation. All applications must go through DARTS.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Parallel fares to HSR.
Charter Cost: Small Bus: $31.00/hr Large Bus: $33.00/hr

DOORS OF FRIENDSHIP COMMUNITY SCHOOL 163

Parkdale School 545-6028
139 Parkdale Avenue North
Hamilton, Ontario L8H 5X3

Hours: 9:00 am to 5:00 pm Monday to Friday
Program Hours:
5:00 pm to 9:00 pm Monday, Wednesday, Thursday

Contact(s): Jeff Wright, Community School Worker

Description:

In general, this Community School project is a community effort where everyone has the opportunity to share their experiences and skills for the betterment of both themselves and their community.

Major Services:

This Community School offers social, recreational and educational activities and programs for all ages (preschoolers to senior citizens), during the day and three evenings a week. A citizens' group, The Central Advisory Group, meets monthly to discuss policy, programs and plans relating to the operation of this organization. Anyone is welcome at these meetings on the first Thursday of every month. All supervisors and leaders of the many activities are volunteers from the Parkdale area.

There is an opportunity to participate in programs, lead the programs and to serve on the Central Advisory Group.

Area served: Kenilworth to Red Hill Creek, from the Bay to the Escarpment.
Accessibility: No
Fees: None

DOWN'S SYNDROME ASSOCIATION 164

Mail address: P.O. Box 4457, Station D
Hamilton, Ontario
L8V 4S7

Hours: 24 hours

Executive(s): Murray MacDonald, Executive President 1-519-756-8165

Contact(s): Anita Bates 659-3946

Description:

To enable parents, professionals and other concerned persons to work together to improve the quality of life for those with Down's Syndrome.

Major Services:

1. Monthly meetings - both business and general interest.
2. Parent to parent initial support, discussion groups, socials for the whole family.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $12.00 per year membership

DUNDAS COMMUNITY SERVICES 165

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10 Market Street South **627-5461**
Dundas, Ontario
L9H 5G4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Judy Mintz, Executive Director
Dean Blackadar, Chair

Description:

Dundas Community Services is a multi service centre. It provides assistance to the people of Dundas and area in identifying and meeting community needs through its various services.

Services:

1. Seniors' Service
2. Information Dundas

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3. Volunteer Service
4. Duty Counsel
5. A coordinated team of professionals offering counselling in the following areas: marital, separation, child welfare, youth, family, public health, psychiatric, provincial financial assistance.
6. Community Development/Planning
7. Income Tax Clinic for persons on limited income.

Area served: Dundas and area
Accessibility: Yes
Fees: None

Dundas Seniors' Service **166**

627-5461

Description:

To facilitate and assist seniors to live independently and productively in the community.

Major Services:

1. Assessment, referral advocacy, personal assistance services.
2. Counselling relating to adjustment problems associated with aging.
3. Volunteer Programs: Friendly Visiting and Driving.
4. Community Development and Planning.
5. Social/education groups

Area served: Dundas
Accessibility: Yes
Fees: None

Dundas Volunteer Services **167**

627-5461

Contact(s): Marilyn Rawls, Coordinator

Description:

The Volunteer Service acts as a community resource for volunteerism in Dundas and surrounding area.

Major Services:

1. Interviewing and referral of potential volunteers.
2. Recruitment of volunteers for local agencies, organizations and individuals

Area served: Dundas
Accessibility: Yes
Fees: None

Duty Counsel **168**

627-5461

Hours: 7:00 pm to 9:00 pm Tuesdays

Description:

Duty Counsel provides free legal advice in the evening. Provided on a first-come, first-served basis.

Accessibility: Yes

Information Dundas **169**

627-5461

Executive(s): Marilyn Rawls, Coordinator
Joyce Saint, Chairperson

Description:

An information and referral service serving Dundas and area. The service responds to both the public and professional sectors in the community. Information Dundas links people with services, organizations, business and Ontario tourism information. All inquiries are treated confidentially. Information is available by telephone, office visit or by letter. Information is provided by volunteer information counsellors using an automated database. Information Dundas maintains an Employment Registry for babysitting and odd jobs, and acts as a Youth Employment Service. Publishes a "Newcomers' Guide to Dundas", and map.

Area served: Dundas
Accessibility: Yes

DUNDAS PUBLIC LIBRARY 170

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18 Ogilvie Street
Dundas, Ontario
L9H 2S2

627-3507
627-3508
627-5587
627-4721
FAX 627-4391

Hours:	10:00 am to 9:00 pm Monday, Tuesday, Thursday 10:00 am to 6:00 pm Wednesday, Friday 9:30 am to 5:30 pm Saturday 2:00 pm to 5:00 pm Sunday (September-May)
Executive(s):	Dawn Bryden, Chief Executive Officer Steve Belovari, Board Chair

Description:

The Dundas Public Library endeavours to provide the broadest range of educational, informational and cultural materials to meet the needs of members of the community.

Major Services:

The Library contains books for recreational, educational, and how-to purposes, as well as magazines, paperbacks, records, cassettes and spoken word cassettes all of which circulate for a three-week period. There is no charge for most overdue materials.

The reference section of the library contains non-circulating materials such as telephone directories, trade directories, yearbooks, encyclopedias.

Local history materials available for research.

Large print books and talking books with cassette playback units are available for handicapped persons. A home delivery service is also available for shut-in persons.

The children's non-fiction from Grade 5 up is integrated with the adult non-fiction. The Children's Area is located on the lower level of the new building and offers reading and reference service up to fifth grade as well as story times, special programs, toy lending service, and record and cassette collections.

The Audiovisual Service is located on the lower level. Films and 16mm-projectors are available for loan, also Polaroid 650 cameras, and, 1/2 inch video cassettes, including a complete collection of National Film Board video tapes (VHS).

Programs of interest to members of the community are held regularly such as a poetry club, bridge club, senior citizens' club and film shows. Special musical and dramatic productions are also sponsored from time to time, as are art displays. All programs take place in the newly renovated Carnegie Building auditorium at 10 King Street West.

The Library has one auditorium and a seminar room that may be rented by the public.

Area served: Dundas
Accessibility: Yes. Auditiorium handicap lift now available.

DUNDAS. TOWN OF DUNDAS 171

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60 Main Street **628-6327**
Dundas, Ontario
L9H 2P8

Mail address: P.O. Box 8584
Dundas, Ontario
L9H 5E7

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): John Addison, Mayor
John Prentice, Regional and Area Councillor

Area served: Dundas
Accessibility: Elevator

Dundas Recreation Department 172

10 Market Street South **628-6327**
Dundas, Ontario **Ext. 270**
L9H 5G4

Executive(s): William E. Fenwick, Director of Parks and Recreation

Description:

A municipal department, with the principal purpose to coordinate and facilitate the Recreation, Parks, and Cemeteries activities of the citizens of the Town of Dundas.

Major Services:

- Provide leadership in the leisure field.
- Provide counselling for all recreation and cultural programs within the Town of Dundas.
- Provide assistance to all volunteer groups providing programs of recreation and culture for the citizens of all ages.
- Operate such facilities as the Corporation provides for the citizens.

Area served: Dundas
Accessibility: Yes, in most cases.
Fees: Varies, depending on program

DUNDURN COMMUNITY LEGAL SERVICES 173

119-10 West Avenue South **527-4572**
Hamilton, Ontario
L8N 3Y8

Hours: 9:00 am to 5:00 pm Mon., Tues., Wed., Fri.
1:30 pm to 5:00 pm Thursday

Executive(s): Rev. J. Pizzolante, Chairperson

Description:

To provide legal information, advice and advocacy to the community on:

1. Welfare
2. Family benefits/Mother's allowance
3. Pensions
4. Unemployment Insurance
5. Landlord and tenant
6. Immigration
7. Family law
8. Provincial offences
9. Legal education programs and lectures

Area served: Hamilton West and adjoining communities
Accessibility: Yes, some services and legal aid applications taken in the homes of shut-ins
Fees: None if individual is financially eligible. However, individual responsible for legal disbursements (ie., expenses)

DUNDURN DUTY COUNSEL 174

First Place **527-4575**
119-10 West Avenue South
Hamilton, Ontario
L8N 3Y8

Hours: Clinics:
7:00 pm to 9:00 pm Tuesday and Thursday
9:00 am to 12:00 noon Saturday
(clinics - first come first served basis)

Daily emergency: 10:00 am to 4:00 pm
Tuesday to Friday

Contact(s): Donna Elms, Liaison Officer

Description:

Free summary legal advice at Duty Counsel Clinic. Lawyers prefer clients to come to the clinic. Clients are served on "a first come first served basis." Telephone calls accepted if you cannot come into clinic (or it is an emergency).

Follow ups: letters, research, and telephone calls (free of charge as of the client speaking to the lawyer). Duty Counsel will take legal aid applications at the clinic.

Legal aid applications taken in office, home, hospital or institution (if necessary) by the liaison officer.

Lawyers will take legal aid applications and give advice outside of the office (when necessary). This service is by appointment only.

Free wills for seniors on GAINS or supplement only

Community legal education - lawyers provided (free of charge) to community groups.

Accessibility: Yes

EAST REGION MENTAL HEALTH SERVICES 175

St. Joseph's Community Health Centre **573-4801**
2757 King Street East
Hamilton, Ontario
L8G 1J3

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Dr. Nick Kates, Director
Ms. Bonnie Botterill, Program Coordinator

Description:

To provide assessment, consultation and treatment of individuals experiencing mental health problems. To provide or coordinate aftercare for individuals discharged from inpatient psychiatric units, and to work with community groups to prevent the development of mental health problems (through education, consultation and joint projects).

Major Services:

1. Individuals, couples, and family and group therapies.
2. Consultations.
3. Prevention programs.
4. Community projects.
5. Psychiatric counselling

Area served: Hamilton East, East of Ottawa St, Stoney Creek, and Mountain East, East of Upper Wentworth
Accessibility: Yes
Fees: None

EASTER SEAL SOCIETY 176

385-5389
385-5380

Mail address: P.O. Box 594
Hamilton, Ontario
L8N 3K7

Hours: 8:30 am to 4:30 pm

Executive(s): Carol Jarvis, Regional Supervisor

Contact(s): Susan Humphrey, District Nurse
Angela Conlin, District Nurse

Description:

Purpose: To assist families in all phases of a rehabilitation program for physically disabled children and young adults (birth to 19 years) and to foster research into disabling disorders, prevention and new treatment techniques.

Services include:

1. NURSING - Registered nurses, educated and experienced in community health and rehabilitation nursing, offer direct and consultative service in the care and management of disabled children in the home, school and community. They inform families about community resources and assist parents to access services available through the Society and other agencies.

2. CAMPING - A residential summer camping program is offered to physically disabled children ages 7 to 18. A family camping program, for all family members, is also offered.

3. FINANCIAL ASSISTANCE - Financial assistance is available (based on need) to cover the cost of braces, wheelchairs, and special equipment not covered under medical insurance or government plans. Some equipment may be available on short term loan.

Area served:	Hamilton Wentworth, Haldimand-Norfolk, Halton, and Brant
Accessibility:	Yes
Fees:	None

ELIZABETH FRY SOCIETY - HAMILTON BRANCH 177

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627 Main Street East, 2nd Flr. **527-3097**
Hamilton, Ontario
L8M 1J5

Hours:	9:00 am to 5:00 pm Monday to Friday 9:00 am to 8:00 pm Tuesday
Executive(s):	Donna Slater, President Terri-Lee Seeley, Executive Director

Description:

The purpose of the organization is to assist in the rehabilitation of women and men who have come into conflict with the law through direct service programs, public action and education in the area of corrections and supervision of Temporary Absences and Parole.

Self-Help Groups:
(a) Project COPE (Caring Overcomes Problems Everyday)
(b) SHARE (Shoplifter's Alternatives Rehabilitation and Education)

Community Service Program **178**

527-3097

Hours: 9:00 am to 5:00 pm Monday to Friday
12:00 pm to 8:00 pm Tuesday

Contact(s): Carrol Porter-Dovey, Coordinator

Description:

Community Service Orders are a means of dealing with non-violent offenders in his/her own community. It provides an alternative to incarceration at the discretions of the court. Community Service Order is a condition of a probation order. The major objective of the program is to encourage the participation of the community in the rehabilitation of the offender in the criminal justice system. Referrals from Young Offenders Act court also accepted.

Counselling And Release Planning Program **179**

527-3097

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 8:00 pm Tuesday

Description:

Free counselling services to women of all ages who need not be in conflict with the law. Services include: assistance during crisis, marriage separation, domestic assault and family counselling, institutional visiting to women at the Hamilton-Wentworth Detention Centre, Vanier Centre for Women and Prison for Women to provide assistance in their re-entry into the community. Pre-Court Assessment - upon request from judges, lawyers and clients, detailed pre-court assessments will be completed. Referrals from District, Provincial, Unified Family and Young Offenders Act also accepted.

Court Program **180**

527-3097

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 8:00 pm Tuesday

Contact(s): Diana Davidson, Court Liaison Worker

Description:

Workers are available in Provincial Court daily, District Court and Unified Family Court when requested to, assist women in obtaining legal services and appropriate referrals.

Fine Option Program **181**

527-3097

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 8:00 pm Tuesday

Contact(s): Carrol Porter-Dovey, Coordinator

Description:

The Fine Option Program permits an individual issued a provincial offence fine, the opportunity to perform community work in lieu of the monetary penalty imposed if he/she cannot pay the fine. The amount of work hours assigned is directly proportional to the amount of the fine. The offender is given the opportunity to "work off" the fine while remaining within the family and/or community.

Group Home Program **182**

50 East Avenue North **522-3343**
Hamilton, Ontario
L8L 5H5

Hours: 24 hours a day

Description:

The group home is located in a residential neighbourhood and provides accommodation for up to 12 women, 16 years and over, in a supervised home-like setting.

The general focus is to provide guidance, support and accommodation to women who are participating in the various community correctional programs such as day parole, probation and educational or work release. In addition, this service is available to non-correctional women who may require this type of structured setting.

The goal of the program is to prepare residents for independent living by assisting them to find full-time employment, upgrading educational or vocational skills and encouraging self-reliance and responsibility. All residents are required to attend

weekly in-house group meetings. Individual counselling is available to all residents. In addition, structured lifeskills, drug and alcohol, nutrition and fitness, and job search programmes are provided by trained staff on a daily basis.

Accessibility: Not accessible to the physically disabled

Opportunities For Women Program **183**

627 Main Street East, 2nd Flr. **527-3097**
Hamilton, Ontario
L8M 1J5

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 8:00 pm Tuesday

Contact(s): Heather Baker, Facilitator

Description:

Opportunities For Women is a community based program designed to assist women seeking change in their lives in the following areas:

- gaining confidence
- improving relationships and self-esteem
- improving parenting skills
- going back to school or work
- volunteering

Volunteer Program **184**

527-3097

Contact(s): Jennifer Nicol, Coordinator

Description:

Volunteers are trained throughout the year and participate in a wide variety of our programs such as: one-to-one relationships, offering lifeskills and craft/recreation programs at various institutions, fund raising, working within the courts and with our Group Home, Community Service Order and Fine Option Program.

EMERGENCY SHELTER FOUNDATION OF HAMILTON WENTWORTH 185

577-1173
577-0819

Mail address: 135 Rebecca Street
Hamilton, Ontario
L8R 1B9

Hours: 8:30 am to 4:15 pm Monday to Friday

Executive(s): Patricia Moore, Office Manager

Contact(s): Rosita Hall, Housing Support Worker

Description:

The Foundation's program objective is to extend the services provided by the shelters in the region by securing "second stage housing" and to provide support services for those women and children, victims of domestic violence, who need to have interim housing on a flexible time basis.

Major Services:

- secures housing units for "second stage housing" and provides support services for battered women and their children
- completely furnishes and maintains each unit
- serves as a resource centre for other agencies and the community at large

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Clients are charged a housing fee geared to their income.

EMPLOYEE ASSISTANCE PROGRAM COUNCIL 186

20 Hughson Street South, #508 **525-1252**
(Union Gas Building)
Hamilton, Ontario

Mail address: P.O. Box 332, Station A
Hamilton, Ontario
L8N 3C8

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Marcel Turenne, Chair

Contact(s): Rick Csiernik, Consultant

Description:

Employee Assistance Programs are programs in the workplace designed to provide help for any employee who is experiencing work related difficulties because of personal, family, emotional, health or psychological problems, including alcohol or drug abuse.

Major Services:

1. Assistance in the development, maintenance and improvement of EAPs throughout the community.
2. Educational workshops and seminars.
3. Quarterly newsletter "eap/Extra".
4. Providing individuals and organizations with an interest in EAPs an opportunity to meet regularly to share information and experiences.

Area served: Hamilton Wentworth
Accessibility: Via the Union Gas office
Fees: $20.00/year

EPILEPSY HAMILTON AND DISTRICT 187

855-92 King Street East **522-8487**
Hamilton, Ontario
L8N 1A8

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Ross Robinson, President

Contact(s): Niki Stevens, B.A., B.S.W., Coordinator & Social Worker

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Description:

To inform and educate people with epilepsy, their friends and families. To provide support services as needed. To educate the general public re epilepsy and to facilitate positive awareness in the community about epilepsy.

Major Services:

Individual, family and group counselling Educational - School program; workshops on epilepsy to professional groups; Literature distribution; public educational meetings; moral support to those with epilepsy; referrals to community resources as needed. Members receive quarterly newsletter and have access to resource library about Epilepsy.

Area served:	Hamilton Wentworth and Burlington
Accessibility:	Yes
Fees:	$10.00 membership; $10.00 for workshops

FAMILY SERVICES OF HAMILTON WENTWORTH, INC. 188

201-350 King Street East
Hamilton, Ontario
L8N 3Y3

523-5640
FAX 523-8699

Hours:	9:00 am to 5:00 pm Monday, Thursday, Friday 9:00 am to 9:00 pm Tuesday, Wednesday
Executive(s):	John Vedell, Executive Director Frank Boutzis, President

Description:

Family Services' overall mission is to strengthen individuals and families. It serves individuals, couples and families who are concerned about and/or experiencing pain in regard to self, relationships, overindebtedness, environmental stress, life skills deficits--including parenting issues--and a variety of other problems in living. Priority is given to meeting the needs of families with young children, single-parents, those who are separating or recently separated, families in which violence occurs, and youth and elderly who have no close family ties.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Ability to pay fee policy for programs (subsidies are available for those on social assistance and marginal income). All other services require no fee.

Credit Counselling **189**

523-5640

Contact(s): Art McLean, Manager of Credit Counselling and Financial Services

Description:

Counselling and arrangement for orderly repayment of debt is available to individuals or families who have difficulty with financial management and/or overindebtedness. Provision of budget counselling by a professional home economist is available on a limited basis.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

Employee Assistance Programs **190**

523-5640

Contact(s): Anna Allevato, Manager of Contract Services & Special Projects

Description:

Family Services is prepared to contract with organizations for the provision of confidential information, referral, assessment and counselling to employees. A broad spectrum of personal, interpersonal and family problems are addressed, including job-related stress and alcohol and substance abuse. Referral to other services in the agency or community is facilitated when required. Other services available include program design, consultation, training and preventative education programs.

Area served: Hamilton Wentworth and Burlington
Accessibility: Yes

Family Life Program **191**

337 Gage Avenue North **547-5592**
Hamilton, Ontario
L8L 7A8

Hours: 8:00 am to 4:30 pm Monday to Friday

Contact(s): Terry Henry, Manager of Child and Youth Services
Martha McLaughlin, Clinical Supervisor

Description:

This Hamilton Area Resource Centre program provides a half-day developmental program for both parent and special needs pre-schooler. Admittance to the program requires a therapeutic referral from a health or social service professional. Up to eight children designated as handicapped (as defined by the Ministry of Community and Social Services) can be accommodated.

Area served: Hamilton Wentworth

Family Violence Treatment Program **192**

201-350 King Street East **527-2002**
Hamilton, Ontario
L8N 3Y3

Hours: 9:00 am to 5:00 pm Monday, Thursday, Friday
9:00 am to 9:00 pm Tuesday, Wednesday

Contact(s): Marian Schorr, Co-ordinator

Description:

This program offers educative-therapeutic and supportive group services to perpetrators and victims of spouse abuse, and to their children. Self-referrals and court referrals are eligible for consideration.

Area served: Hamilton Wentworth
Accessibility: Yes.
Fees: None

Home Support Services for the Elderly **193**

523-5640

Contact(s): Alison VanDuzer, Coordinator

Description:

Supervised volunteers provide friendly visiting and telephone support to isolated elderly clients who, without such support, would be less able to continue independent living.

Area served: Hamilton Wentworth, Burlington, and Dundas
Accessibility: Yes

Spanish Speaking Program **194**

523-5640

Hours: 9:00 am to 5:00 pm Monday-Friday

Contact(s): Jim Shea, Manager of Adult Services
Maria Weimer, Family Worker

Description:

Using a Spanish speaking Family Worker, the program is designed to provide a wide range of services, such as (Family Violence Program services), advocacy and referral services, and language and cultural interpretation services for other agency service workers serving Spanish speaking clients.

Area served: Hamilton Wentworth
Accessibility: Yes

Therapeutic Counselling **195**

523-5640

Contact(s): Jim Shea, Manager of Adult Services

Description:

Professional counselling assists individuals, couples and families to build on their strengths in order to cope more adequately with a wide range of personal, inter-personal and family problems. Such problems include, but are not limited to, marital, parent-child or family conflict; marital separation; coping with illness; low self-esteem; major changes in status such as unemployment; family violence; bereavement.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Ability to pay fee policy for Therapeutic Counselling

Youth Residence **196**

2-4 Webber Avenue **526-0028**
Hamilton, Ontario

Mail address: 201-350 King Street East
Hamilton, Ontario
L8N 3Y3

Hours: 9:00 am to 5:00 pm Monday-Friday

Contact(s): Terry Henry, Manager of Child & Youth Services

Description:

A youth residence at 2-4 Webber Avenue is an integral part of their service to youth serving young people, 13-18, who cannot, by reason of serious family problems, live at home. Ten of twelve beds are filled by referrals from Children's Aid Society, the Catholic Children's Aid Society and the Brant Children Aid's Society. This is a short term facility.

Area served: Hamilton Wentworth and Brant County
Accessibility: Yes.
Fees: None

FIRST PLACE HAMILTON 197

350-360 King Street East **529-8138**
Hamilton, Ontario
L8N 3Y3

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Hanne Card, Administrator
Darlene Connors, Director of Resident Services

Description:

First Place Hamilton is a complex which includes a residential component primarily for seniors, 12 apartments designed for those in wheelchairs, a commercial and office rental component, meeting rooms, and a community centre.

The centre is located on the third floor and is open to residents of First Place, as well as to the community.

Area served: Hamilton Wentworth
Accessibility: Yes

FIRST PLACE SENIORS AND COMMUNITY CENTRE

198

350 King Street East, 3rd Floor
Hamilton, Ontario
L8N 3Y3

529-8138

Hours: 8:30 am to 12:00 pm Monday to Friday
1:00 pm to 4:30 pm Monday to Friday

Executive(s): Darlene Connors, Director of Resident Services

Contact(s): Susan McLaughlin, Program Co-ordinator
Karen Thomson, Social Services Co-ordinator

Description:

1. Offering to seniors, programs relating to recreational, and physical needs, and to reinforce independent living.

2. Encouraging residents of First Place Community to participate in such programs by utilizing their expertise and skills in a volunteer capacity.

3. Establishing a cooperative relationship with social agencies and various groups in the development and operation of community programs.

Major Services:

Monthly "get togethers" (including speakers and programs of special interest) and recreational programs. Bookmobile service available every other week. Regular monthly meetings of Residents' Council. Newsletter "Focus on First Place" informs residents of upcoming events. Instructional classes include physical fitness, choir, crafts, ceramics and fun band. Special events such as film presentations, trips and concerts. Services include public health nurse, arthritis exercise classes, bank and cafeteria.

Area served: Hamilton and surrounding municipalities

Accessibility: Yes

Fees: Some programs require a fee.
Small registration fee.

FLAMBOROUGH. TOWN OF FLAMBOROUGH 199

163 Dundas Street East **689-7351**
Hwy. #5 **524-0322**
Waterdown, Ontario **647-2577**
L0R 2H0

Contact(s): Jim Robb, Mayor
Don Granger, Regional Councillor

Area served: Flamborough

FOSTER PARENT ASSOCIATION OF THE CHILDREN'S AID SOCIETY OF HAMILTON WENTWORTH 200

522-1121

Executive(s): Dorothy Pielich, President
204 Grosvenor Avenue North
Hamilton, Ontario
L8N 7S9

Description:

An organization of foster parents in the Hamilton Wentworth area who act as a liaison between foster parents and the Children's Aid Society

Major Services:

1. A means for foster parents to meet each other (i.e. a social purpose).

2. Regular meetings.

3. Activities for children in the care of the Society, e.g. picnic and Christmas party

Area served: Hamilton Wentworth
Fees: None

FOSTER PARENT'S ASSOCIATION OF THE CATHOLIC CHILDREN'S AID SOCIETY OF HAMILTON WENTWORTH 201

c/o President **525-2012**
499 King Street East
Hamilton, Ontario
L8N 1E1

Description:

1. To promote effective cooperation between foster parents, the board of directors, staff and volunteers of the Catholic Children's Aid Society in the service of children.
2. To encourage communication among foster parents.
3. To work with the Catholic Children's Aid Society of Hamilton-Wentworth in providing education programs.
4. To cooperate with other organizations whose objectives are in the interest of children.
5. To educate the public in regards to the work of the Association.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: None

FRIENDS OF SCHIZOPHRENICS - HAMILTON CHAPTER 202

191 James Street South **523-7413**
Hamilton, Ontario
L8P 3A8

Hours: 10:00 am to 4:00 pm Monday to Friday

Executive(s): Richard Russell, Executive Director
John Knighton, Chairperson

Description:

To improve the lives of persons with schizophrenia through support to families,

education of the public, and advocacy for research and improved services.

Major Services:

Support group meetings for families and friends of persons with schizophrenia are held the 3rd Tuesday of each month including December, at 7:30 pm at above address; information and referral literature available from the office; speakers bureau for increasing public awareness; research fund-raising; and public policy advocacy.

Area served:	Hamilton Wentworth
Accessibility:	Not accessible to the physically disabled
Fees:	$15.00 year

GIRL GUIDES OF CANADA HAMILTON AREA 203

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918 Main Street East. **549-2429**
Hamilton, Ontario **549-2420**
L8M 1M5

Hours:
Sept. - June 30:
9:00 am to 4:00 pm Monday to Saturday
9:00 am to 9:00 pm Thursday
July and Aug.:
9:00 am to 4:00 pm Monday to Friday

Executive(s):
Ann Elliott, Public Relations Coordinator
80 First Street
Stoney Creek, Ontario
L8G 1Y3

Gwen Clark, Area Commissioner
197 Glenmore Drive
Caledonia, Ontario
NOA 1A0

Contact(s):
H. Proudfoot, Office Manager
J. Hunter, Bookkeeper

Description:

A character building organization which aims to develop good citizenship among

girls by training them in observation, trust, self-reliance, loyalty and thoughtfulness for others, teaching them services useful to others, skills useful to themselves, and promoting their physical development. Girl Guides of Canada has several programs: Brownies, Guides, Pathfinders, Rangers and Cadets. The newest addition for girls aged 5 is called Sparks.

Area served:	Hamilton Wentworth and Halton
Accessibility:	Store and offices: No Youth Organization: Yes
Fees:	$20.00 per year

GLANBROOK. TOWNSHIP OF GLANBROOK 204

2965 Homestead Drive **679-4121**
Mount Hope, Ontario
L0R 1W0

Mail address:	P.O. Box 130 Mount Hope, Ontario L0R 1W0
Contact(s):	Helen Bell, Mayor Glen Etherington, Regional Councillor
Area served:	Glanbrook

GOOD SHEPHERD CENTRE 205

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135 Mary Street **528-9109**
Hamilton, Ontario
L8N 3R1

Mail address:	P.O. Box 1003 Hamilton, Ontario L8N 3R1
Hours:	24 hours a day

Executive(s): Brother Richard MacPhee, B.G.S., Executive Director

Area served: Hamilton
Accessibility: Yes

Family Services **206**

36 Parkdale Avenue North **549-1155**
Hamilton, Ontario
L8H 5W8

Hours: 10:00 am to 4:00 pm Monday to Friday

Contact(s): Sister Elizabeth Ann Tubb, C.S.J., Coordinator

Description:

To assist families with food who live primarily east of Gage below the mountain, and to counsel and guide those persons who wish to enrich their family life.

Area served: Hamilton (Families who live East of Gage below the Mountain)
Accessibility: Yes
Fees: None

Good Shepherd Women's Centre **207**

(Martha House) **523-8895**
20 Emerald Street South
Hamilton, Ontario
L8N 2V2

Hours: 24 hours a day

Executive(s): Judith Pritchard, Director

Description:

An emergency 19 bed security equipped shelter for women and children in crisis who need shelter. Shelter, counselling, clothing, crafts, life skill classes, and assistance in making contact with other social agencies.

Area served: Hamilton
Accessibility: Not accessible to the physically disabled
Fees: None

Men's Centre **208**

135 Mary Street **528-9109**
Hamilton, Ontario
L8N 3R1

Mail address: P.O. Box 1003
Hamilton, Ontario
L8N 3R1

Hours: 24 hours a day

Contact(s): Sister Rita Bohnert, CSJ

Description:

A charitable hostel giving assistance to transient males 16 years of age and over, without means, and serving one hot meal a day, starting at 4:00 pm to approximately 150 to 250 men, women, and children, per day. There are sleeping facilities for 25 men. The Centre is also a permanent residence for 24 aged men. Clothing is available free of charge between 9:30 am to 11:30 am, Monday to Friday.

Area served: Hamilton
Accessibility: Yes
Fees: None

Women's Drop-In Centre **209**

135 Mary Street **528-9109**
Hamilton, Ontario
L8N 3R1

Mail address: P.O. Box 1003
Hamilton, Ontario
L8N 3R1

Hours: 1:00 pm to 5:00 pm Monday to Friday

Contact(s): Sister Monique Tremblay

Description:

A drop-in centre for women in the community to come for support, companionship, and assistance. Provides clothing and hot meals. Will also make referrals to the Good Shepherd Women's Centre, Martha House for accommodation and to other service agencies.

Area served: Hamilton
Accessibility: Yes
Fees: None

GREATER HAMILTON FOOD SHARE PROGRAM (THE) 210

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319 Barton Street East **529-3881**
Hamilton, Ontario
L8L 2X6

Hours: 8:00 am to 4:00 pm Monday to Friday

Contact(s): Joanne Santucci, Coordinator

Description:

The food share program is part of an emergency food distribution network which acquires or campaigns for surplus food items and money. Acting as a broker, the Food Share program facilitates the transfer of perishable and non-perishable foods from donor to needy agency. Donations come from the public, food companies, supermarkets, restaurants, churches and service clubs. Across the Greater Hamilton area, there are six food relief centres. These centres provide free groceries, food vouchers or meals to approximately 10,000 people each month.

Participating agencies:

Good Shepherd
St. Matthews
The Salvation Army
Mission Services
Neighbour to neighbour
Wesley Urban Ministries

Foods to donate:

Milk and milk products
Breads and cereals
Meat alternates and combination foods
Fruits and Vegetables

Area served: Hamilton Wentworth

HAMILTON ACADEMY OF DENTISTRY 211

General info and
weekend emergency:
527-8294

Mail address: Jackson Station
Jackson Square Box 57009
2 King Street West
Hamilton, Ontario
L8P 4W9

Executive(s): Dr. Frank Stechey, President 577-0770
Dr. E. A. Harper, Corresponding Sec. 662-8621

Description:

A component Society of the Ontario Dental Association and an organization of Hamilton and district dentists who assemble to further their knowledge in the art and science of their profession, and whose aim is to provide the best possible dental services to the citizens of the community. Does not provide names of doctors accepting patients.

As part of the educational/outreach program, the Academy is offering assistance to employers, unions, and employees in assessing the dental benefit program presently being provided. This service is offered at no charge. For information about this program call Peter Reesor, Public Relations Consultant, at 648-8473.

Area served: Hamilton Wentworth

HAMILTON ACADEMY OF MEDICINE 212

Hamilton Medical Arts Building **528-1611**
1 Young Street, #206 **FAX 528-7173**
Hamilton, Ontario
L8N I8T

Hours: 9:00 am to 5:00 pm Monday to Friday
Answering service from 12:00 noon

Executive(s): William L. Orovan, MD., President
Peter J. Jenkin, M.D., Chairperson, Public Relations

Contact(s): Marlene Knevel, Assistant Secretary
Kim Harris, Executive Secretary

Description:

A professional medical association formed to advance the arts and science of medicine in its various branches. The Academy is a branch society of the Ontario Medical Association and in addition to serving its physician membership of 900, this organization services the public by providing the following information:

a) Names and telephone numbers of family physicians who accept new patients;
b) Names of physicians who speak languages other than English;
c) Names of physicians with specific clinical interests, for example, acupuncture, back pain, diabetes, geriatrics, etc.
d) Names of physicians with offices accessible to the physically disabled.

The Hamilton Academy of Medicine also presents public forums on current health issues. It also assists with physician/patient mediation.

Area served: Hamilton Wentworth
Accessibility: Accessible to the physically disabled

HAMILTON AIDS NETWORK FOR DIALOGUE AND SUPPORT 213

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900 - 143 James Street South **528-0854**
Hamilton, Ontario (Tape) **528-0537**
L8P 3A1

Hours: 9:00 am to 9:00 pm Monday to Thursday
9:00 am to 5:00 pm Friday

Executive(s): Michael Mitchell, Executive Director
Sandra Firth, Office Manager

Contact(s): Dave Des Jardins, Education Co-ordinator
Denise Duncun, Volunteer Co-ordinator

Description:

Community Education regarding AIDS and related issues. Confidential phsyco-social support services to all those affected by the human immunodeficiency virus (HIV) and AIDS. The Hamilton Aids Network for Dialogue and Support (HANDS), provides AIDS related educational and psychological support and practical programs to all in Hamilton-Wentworth and Burlington. Services include: one-to-one communications; buddy systems; peer support groups; 24 hour taped message; speakers forums; information mail-out; resource centre; community consultations; and information tables, pre and post-test counselling; support services for family and friends and loved ones; a drop in centre, and individual bereavement counselling in person and by phone. Offer support groups for those who are HIV positive; persons with AIDS; and for significant others and family and friends.

Area served: Hamilton Wentworth, Grimsby, Caledonia, Dunville, Haldimand-Norfolk area, and Burlington

Accessibility: Yes

HAMILTON AND DISTRICT CHAMBER OF COMMERCE 214

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555 Bay Street North
Hamilton, Ontario
L8L 1H1

522-1151
FAX 522-1154

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mr. Don Luzzi, President
Mr. L. Lee Kirkby, Executive Director

Description:

Now in its 145th year of service to the community, the Hamilton and District Chamber of Commerce is the largest and most effective business and professional organization in the Hamilton-Wentworth Region.

The stated objective of the Chamber, as defined in the present Constitution and Bylaws, is as follows:

"The objective of the Hamilton and District Chamber of Commerce being the representative of business and industry within the community, is to act on their behalf on all matters which may affect them, at the same time being mindful of

a collective responsibility to continue to be an active support and credit to the community."

Major Services:

Members of the Chamber contribute their time and special skills on a voluntary basis to promote the aims and objectives of the Chamber and the contribution is to the benefit of all who are doing business in the Region as well as to the residents of the Region.

The Chamber provides:

1. Facility for its membership to cooperatively produce improved community development.
2. Reference materials for marketing, shipping and general business on a world-wide basis.
3. Opportunity for individual member growth and development through comprehensive educational courses in cooperation with Mohawk College of Applied Arts and Technology, and individual member firms of the Chamber.
4. Full private club facilities for members and their guests.
5. Monthly magazine, Panorama, featuring items of interest to commerce and industry.

Area served: Hamilton, Ancaster, and Dundas
Accessibility: Yes

HAMILTON AND DISTRICT CHRISTIAN CHURCHES ASSOCIATION 215

Executive(s):	Rev. J. Lloyd G. Brown, President 85 Holton Avenue South Hamilton, Ontario L8M 2L4	(H)544-8761 (O)549-3068
	Cathie Pead, Vice President 50 Acadia Drive Hamilton, Ontario L8N 1B8	(H)525-8104 (O)388-7020
Contact(s):	George Horton, Correspondence Secretary	(H)387-3378 (O)529-3661

Description:

To display visibility and credibility as a group who are willing to become involved in the local community through dialogue, cooperation, coordination and/or support for worthwhile activities. To foster ecumenical action through coordination and exchange of information.

Major Services:

1. A comprehensive directory of the churches and their contacts in the Hamilton region.
2. Christian presence at public or community events.

Area served: Hamilton Wentworth
Fees: Periodic levies as necessary.

HAMILTON AND DISTRICT COUNCIL OF COOPERATIVE PRESCHOOLS CORPORATION 216

1112 Rymal Road East **574-2112**
Hamilton, Ontario
L9C 2Y8

Mail address: P.O. Box 245
Hannon, Ontario
L0R 1P0

Description:

The purpose of this organization is to promote quality education for pre-schoolers within a framework of parent participation. There are approximately 34 parent cooperative pre-schools operating in the Hamilton and District area which have membership in the Council.

Major Services:

The Council provides services to member schools, assistance to individuals and groups interested in opening new co-op pre-schools and parent education programs.

Integration Program: For integrating children with special needs into co-operative preschools who have been referred by community agencies.

Resource Centre: The Resource Centre provides educational toys and early childhood curriculum resources for children, birth to 5 years, as well as adult resource books to assist parents and educators with child development, parenting, etc.

Area served:	Hamilton Wentworth
Accessibility:	Not accessible to the physically disabled
Fees:	$5.00 per family--Council Membership $7.00 per year--Resource Centre Membership

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HAMILTON AND DISTRICT COUNCIL OF WOMEN 217

Executive(s): Diane Moore, President 526-9821
506 - 50 Young Street
Hamilton, Ontario
L8N 1V2

Description:

Organized internationally, nationally, provincially, and locally since 1893. An effective vehicle for participation in public affairs. Pioneers practical response to community needs. Non-sectarian, non-partisan.

Major Services:

To improve community life through the presentation of informed resolutions and briefs at the community, provincial and federal level. To promote public awareness of important community issues and participation in resolving them.

Public meetings in Room 215, Main Library, Lloyd D. Jackson Square every third Thursday, September to June.

Area served:	Hamilton Wentworth
Accessibility:	Yes
Fees:	$20.00 federate organization; $10 private; $50 lifetime.

HAMILTON AND DISTRICT EXTEND-A-FAMILY 218

90 Stinson Street
Hamilton, Ontario
L8N 1S2

529-7484

Hours: 9:00 am to 4:00 pm Monday to Friday

Executive(s): Eleanor Jackson, Administrative Coordinator

Contact(s): Veronica Veerman, Coordinator
Barb Shackleton, Office Manager

Description:

A friendship program for handicapped children where a volunteer host family takes the child for a day or weekend a month. The children's handicaps may include mental and/or physical handicaps. An innovative program that was developed with three main goals:

1. To further the child's social development through new friendships and experiences while maintaining his/her sense of security.
2. To provide loving care in a home and community environment for the handicapped child, while giving the parents a needed period of relief.
3. To foster in the community, a greater awareness of the needs of the handicapped person and his/her right to share in the life of that community.

Major services:

Matching a handicapped child with suitable 'Host Family', who provide part-time care.

Area served: Dundas, Ancaster, Stoney Creek, Hamilton, and Waterdown, Grimsby, Binbrook. May accept applicants from other areas.
Accessibility: Partially
Fees: None

Circle of Friends 219

529-7484

Contact(s): Sara Mansi, Co-ordinator

Description:

An after-school program for preteens and teens with challenges. This program was taken from the model of "Circle of Friends" developed by Dr. Marsha Forest.

1. Recruitment for Circles is done at integrated schools where the challenged teen attends, or in his/her neighbourhood.
2. The initial presentations are made within the school, but are independent from the school's jurisdiction.
3. Circle of Friends may take the form of school playground and lunchtime buddies or telephone circles for younger students. For teenagers, the activities would be age appropriate, and would take place after school hours or on weekends., ie., dances, video parties, shopping, or just being together.

The Extend-a-family co-ordinator will recruit and monitor each "Circle of Friends" group.

Area served: Hamilton and Wentworth school board areas
Fees: None except to cover the cost of the activities

HAMILTON AND DISTRICT LABOUR COUNCIL 220

1025 Barton Street East **547-2944**
Hamilton, Ontario
L8L 3E3

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Dave Wilson, President
Bryan Adamczyk, Vice-President

Contact(s): George Irvine, Recording Secretary
Peter Shebib, Treasurer

Description:

The purpose of the organization is to generally advance the economic and social welfare of workers; to assist in the organization of the unorganized into unions for their mutual aid, protection and advancement. To safeguard the democratic character of the labour movement and observe and respect the autonomy of each affiliated union.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

HAMILTON AND DISTRICT LITERACY COUNCIL 221

601-1 Young Street **529-9907**
(Medical Arts Building)
Hamilton, Ontario
L8N 1T8

Hours: 9:00am to 5:00pm Tuesday to Friday
Closed noon. Open evenings by appointment.

Executive(s): Wendy MacDougal, Student-Tutor Coordinator

Contact(s): Bernice Speck, Executive Secretary
Joe Walsh, Student Coordinator (Volunteer)

Description:

To teach on a one-to-one basis, English-speaking adults how to read and write. This is done by trained volunteer tutors using the Laubach method. Our goal is to make the student functionally literate. Our program is strictly confidential.

Major Services:

1). Tutoring is provided weekly at a time and location convenient to student and tutor.
2). A library is available at the office with many high-interest, low-level books which may be borrowed by our students and tutors.
3). Volunteer training workshops are held quarterly.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Tutor training workshops free.
Students: Minimal book charge for those able to pay.

HAMILTON AND DISTRICT MULTICULTURAL COUNCIL INC. 222

500 James Street North **528-0258**
Hamilton, Ontario
L8L 1J4

Hours: 9:00 am to 7:00 pm Monday, Wednesday, Thursday
9:00 am to 9:00 pm Tuesday 9:00 am to 5:00 pm Friday

Executive(s): Phil Berwald, President
Philip B. Shenouda, Executive Director

Contact(s): Lubelia Alves, Program Coordinator

Description:

The Hamilton and District Multicultural Council was established in 1973 to coordinate activities and services to meet the needs of ethno-cultural communities and individual immigrants in the area.

- to provide services and programs to assist with the settlement and integration of New Canadians in their new country.
- to provide programs which foster intercultural understanding through education and cross cultural exchange.
- to celebrate and strengthen multiculturalism as a way of life in Canada.
- to identify and raise concerns relating to multiculturalism with Municipal, Provincial, and Federal governments.

Major Services:

Immigrant settlement and orientation counselling; advocacy and referral; education counselling; legal aid clinics; income tax service; citizenship application; citizenship classes; resume assistance; translation and evaluation services; Multicultural Weekend; bimonthly newsletter; Multicultural Nights; Summer English As A Second Language for Children; health orientation/education for immigrants; citizenship courts receptions; human rights; heritage language program; general interest courses (ie. International Cooking); translator and interpreter service; educational documents certified; intercultural communication through various cultural, social, and educational events. Guest Speakers File; English as a Second Language classes with nursery; Immigrant Women's Program; foreign language newspapers and magazines. Ethnic resource centre with over 17,000 volumes in 48 languages including English

The Multicultural Centre also provides services to Hamilton's Spanish speaking community.

Immigrant Settlement Counsellors:

Chheak Chum, Norma Kovacs, Malgorzata Kfoury, Lisa Tran.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Translator and interpreter service: nominal fee.

528-0258

Hours: 7:00 pm to 9:00 pm Tuesdays

Contact(s): Mrs. Lubelia Alves

Description:

Duty Counsel provides free legal advice in the evening. Operates on a first-come first-served basis.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

HAMILTON AND DISTRICT OSTOMY ASSOCIATION, INC. 224

Osto-Centre
Sacred Heart School
5 Hamilton Avenue
Hamilton, Ontario
L8V 2S3

389-8822
24 hour answering service

Hours: 24 hour answering service

Executive(s): Nick Franco, President 385-1334
766 Queensdale Avenue East
Hamilton, Ontario
L8V 1M8

Contact(s): Helen E. Clark, Executive Secretary 385-4263

Description:

To assist in the complete rehabilitation of all people having ostomy surgery in Hamilton and District. To help return every ostomate to the normal and productive life of which he/she is capable. Major Services:

1. Meetings held 2nd Tuesday of every month except July and August.
2. Pre-operative and post-operative visits to Ostomy patients at home or (with doctor's approval) in hospital.

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3. Newsletter sent to members monthly.
4. Members receive Ostomy Quarterly Magazine (published four times a year by the United Ostomy Association Inc., Los Angeles, U.S.A.)

Area served: Hamilton Wentworth and Halton
Accessibility: No
Fees: $20.00/year

HAMILTON AND DISTRICT SOCIETY FOR DISABLED CHILDREN 225

385-5391

Mail address: Box 2000, Station A
Hamilton, Ontario
L8N 3Z5

Hours: 8:00 am to 4:30 pm Monday to Friday

Contact(s): Nalda Dalziel, Administrative Coordinator

Description:

To help meet the needs of the physically disabled by providing financial assistance to programs not funded by other agencies or government offices and to refer families requesting services to the appropriate agency, e.g. paediatric consultation.

Area served: Burlington, Hamilton Wentworth, and Haldimand
Accessibility: Yes

HAMILTON AND REGION ARTS COUNCIL 226

529-9485

Mail address: P.O. Box 2080 Station A
Hamilton, Ontario
L8N 3Y7

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Dave Martin, President 528-9266
Alan Peachey, Treasurer 1-416-844-0184

Contact(s): Elizabeth Robinson, Administrative Director

Description:

The Hamilton and Region Arts Council is a non-profit arts organization working in community arts development.

Major Services:

1. Arts Beat Newsletter
2. Counselling services in the arts
3. Meeting place for members
4. Information on all culture-related topics
5. Date Clearance Service for bookings
6. Exhibitions and Programs
7. Arts Directory
8. Elsie Award presented annually to a group or person that has made significant contributions to theatre in the bay area.

Area served: Burlington and Hamilton Wentworth
Accessibility: Yes
Fees: $15.00 individual, $40.00 group under 75 members, $60.00 group over 75 members

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HAMILTON ASSOCIATION FOR COMMUNITY LIVING 227

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191 York Boulevard 528-0281
Hamilton, Ontario
L8R 1Y6

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Michael McHugh, President
Bryan Shields, Executive Director

Contact(s): Natalie Muryn, Public Relations Co-ordinator
Mary Ann Gage, Human Resource Co-ordinator

Description:

Services are designed to meet the needs of both adults and children of the community.

Area served: Hamilton Wentworth
Fees: None

Vocational Services

Lifeskills Training Centre **228**

6 Heath Street **547-3723**
Hamilton, Ontario
L8H 3Y6

Contact(s): Ray Dingledine, Director of Vocational Services

Description:

A Life Skills Program designed to teach skills required for daily living within our community.

Area served: Hamilton Wentworth
Accessibility: Yes

Adult Protective Service Workers **229**

522-9922

Mail address: Rose Johnson
c/o Y.W.C.A.
75 MacNab Street South
Hamilton, Ontario
L8P 3C1

Contact(s): Anne Baker 527-3823
Barb Knowland

Description:

Case Management and advocacy to adult mentally handicapped persons.

Area served: Hamilton Wentworth
Accessibility: Yes

Community Resources Division **230**

528-0281

Mail address: 191 York Boulevard
Hamilton, Ontario
L8R 1Y6

Contact(s): Joan Nelson, Director

Description:

1. Leisure Services: Involved in the promotion, development, and coordination of community based recreation and leisure time opportunities for people with developmental handicaps.

2. Community Activities Program (CAP): A community based day program that offers a unique alternative to adults with developmental handicaps.The program encourages participants to make effective use of leisure time by taking advantage of the wide variety of community activities available.

3. Public Relations: Co-ordinates public presentations, association newsletter, print and audio-visual material, membership and general meetings, fundraising activities.

4. Volunteer Services: Offers complete training and orientation to community volunteers interested in placement into Hamilton Association for Community Living programs and services.

Preschool and Family Support Division
Family Support Program **231**

191 York Boulevard
Hamilton, Ontario
L8R 1Y6

528-0281

Contact(s): Patricia Senft, Director

Description:

Programs provided include: Parent Relief (Charlton); Adolescent Life Skills; Adolescent Weekends; Sitter/Companion Training & Respite Service; Sibling Group; Parent Information; In-Home assistance.

Area served: Hamilton Wentworth
Accessibility: Yes

Preschool and Family Support Division

Preschool Program - Child Development Centre **232**

22 Leeming Street **526-0754**
Hamilton, Ontario
L8L 5T3

Hours: Half a.m./p.m.

Description:

A licensed day nursery program for developmentally handicapped children 2-5 years of age. Children attend morning or afternoon sessions, four or five days per week.

Area served: Hamilton Wentworth
Accessibility: Yes

Residential Services

41 Appleford Road **233**

41 Appleford Road **528-0281**
Hamilton, Ontario

Mail address: 191 York Boulevard
Hamilton, Ontario
L8R 1Y6

Contact(s): Susan Lakey Smith, Director of Residential Services

Description:

A residence for mentally handicapped adults 18 years of age and over, which will accommodate 6 residents, and one short term stay accommodation (must be enrolled in a day program).

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

948 Upper Sherman **234**

948 Upper Sherman **528-0281**
Hamilton, Ontario

Description:

A residence for mentally handicapped adults, 18 years of age or over, which will

accommodate 6 residents. (Must be enrolled in a day program).

Accessibility: Not accessible to the physically disabled

999 Mohawk Road East **235**

999 Mohawk Road East **528-0281**
Hamilton, Ontario

Description:

This residence will accommodate 8 residents, 18 years and over, and has one short term stay accommodation. The residents must be involved in a day program.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Heath Residence **236**

2 Heath Street **528-0281**
Hamilton, Ontario

Description:

This residence will accommodate 12 residents, 18 years and over, and has one short term stay accommodation. The residents must be involved in a day program.

Area served: Hamilton Wentworth
Accessibility: Yes

Kensington Residence **237**

116 Kensington Avenue South **528-0281**
Hamilton, Ontario

Description:

This residence will accommodate 6 residents, 18 years and over, and has one short term stay accommodation. The residents must be involved in a day program.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Kentley Residence **238**

91 Kentley Drive **528-0281**
Hamilton, Ontario

Description:

This residence will accommodate 10 residents, 18 years and over and has one short term stay accommodation. The residents must be involved in a day program.

Area served: Hamilton Wentworth
Accessibility: Yes

Mohawk Road Residence **239**

265 Mohawk Road East **528-0281**
Hamilton, Ontario

Description:

This residence will accommodate 8 residents. The residents must be involved in a day program.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Supported Independent Living **240**

265 Mohawk Road East **528-0281**
Hamilton, Ontario

Description:

1. Transitional apartments.

2. Supported Independent Living apartments

3. Supported lodging

Minimum 30 adults. Maximum 35 adults 18 years and over.

Accessibility: Not accessible to the physically disabled

Vocational Services

Arc East Industries **241**

1890 Brampton Street **545-8680**
Hamilton, Ontario

Mail address: 191 York Boulevard
Hamilton, Ontario
L8R 1Y6

Contact(s): Ray Dingledine, Director of Vocational Services

Description:

A vocational training centre for developmentally handicapped adults. The objectives which motivate ARC East Industries combine on-site vocational training and rehabilitation with the opportunity of exposure to integrated community work placements. The program also specializes in manufacturing wood pallets and many other rough wood items required by industry.

Area served: Hamilton Wentworth
Accessibility: Yes

Vocational Services

Arc Industries **242**

191 York Boulevard **528-0281**
Hamilton, Ontario
L8R 1Y6

Description:

A vocational training centre for developmentally handicapped adults. The on-site vocational objectives which motivate the operation of ARC Industries combine training and rehabilitation exposure to integrated community work placements.

Area served: Hamilton Wentworth
Accessibility: Yes

Vocational Services

Assessment, Training and Placement Centre **243**

455 Cumberland Avenue **547-8576**
Hamilton, Ontario
L8M 2A8

Description:

To determine the individual's vocational aptitudes and abilities. The program also assists the individual to obtain transitional and competitive employment in the community.

Area served: Hamilton Wentworth

71 Main Street West
Hamilton, Ontario
L8N 3T4

546-2700

Hours: 9:00 am to 5:00 pm Monday to Friday

Description:

Mayor-Bob Morrow	City Hall, Hamilton 42 Firenza St. Hamilton L9C 6V7	546-2790 546-4537

Aldermen:

Terry Cooke Ward 1 Hamilton	City Hall, Hamilton 389 Jackson St. W. Hamilton L8P 1N2	546-2730 528-4261
Mary Kiss Ward 1 Hamilton	City Hall, Hamilton 51 Yarmouth Court Hamilton L8S 3E2	546-2730
Vince Agro Ward 2 Hamilton	City Hall, Hamilton 105 Winston Ave Hamilton L8S 2S7	546-2730
William McCulloch Ward 2 Hamilton	City Hall, Hamilton 1005-17 Robinson St. Hamilton L8P 1Y6	546-2730
Don Drury Ward 3 Hamilton	City Hall, Hamilton 2-25 Proctor Blvd Hamilton L8M 2M2	546-2730 545-7077
Brian Hinkley Ward 3 Hamilton	City Hall, Hamilton 604-21 East Ave S. Hamilton L8N 2T3	546-2730 572-7500
Geraldine Copps Ward 4 Hamilton	City Hall, Hamilton 10 Fairfield Ave Hamilton L8H 5G8	546-2730 544-6806

Dave Wilson Ward 4 Hamilton	City Hall, Hamilton 50 Organ Cresent Hamilton L8T 1Y6	546-2730 575-2993
Dominic Agostino Ward 5 Hamilton	City Hall, Hamilton 1064 Garth St. Hamilton L9C 4L6	546-2730 388-8070
Fred Lombardo Ward 5 Hamilton	City Hall, Hamilton 215 Montmorency St. Hamilton L8K 5H3	546-2730 561-1031
Vince Formosi Ward 6 Hamilton	City Hall, Hamilton 320 Upper Ottawa St. Hamilton L8T 3S4	546-2730 389-9349
Tom Jackson Ward 6 Hamilton	City Hall, Hamilton 27 Albion Falls Blvd. Hamilton L8W 1R4	546-2730 383-3470
John Gallagher Ward 7 Hamilton	City Hall, Hamilton 515-240 Mohawk Rd E. Hamilton L9A 2H6	546-2730
Henry Merling Ward 7 Hamilton	City Hall, Hamilton 627 Queensdale Ave E. Hamilton L8V 1L8	546-2730
Tom Murray Ward 8 Hamilton	City Hall, Hamilton 180 Buckingham Dr. Hamilton L9C 2G7	546-2730 544-3761
Don Ross Ward 8 Hamilton	City Hall, Hamilton 363 Brigadoon Dr. Hamilton L9C 6C7	546-2730 387-3183

Area served: Hamilton

City Hall **245**

71 Main Street West **546-2700**
Hamilton, Ontario
L8N 3T4

Hours: 9:00 am to 5:00 pm Monday to Friday

Area served: Hamilton

City Tax Department **246**

71 Main Street West **546-2774**
Hamilton, Ontario
L8N 3T4

Description:

This Department handles all tax matters for the City of Hamilton.

Area served: Hamilton

Department of Culture and Recreation **247**

71 Main Street West **546-2750**
Hamilton, Ontario **546-4620**
L8N 3T4 **546-4788**

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Robert Sugden, Director
Gary Hesson, Manager, Recreational Services 546-4618

Contact(s): Jackie Turner, Manager of Operations

Description:

The Culture and Recreation Department operates under the policies of the Parks and Recreation Committee, a committee of City Council, to conduct and/or coordinate programs of culture and recreation to citizens providing the opportunity to engage in satisfying and constructive activities appropriate to their individual age, interest and need. Programs for those with special needs are available with placement assistance. Major services include:

Arenas and Community Centres
Community Tennis Courts
District Centres
Golf Courses and Winter Sports Areas
Playgrounds
Swimming Pools
Adventure Camp - Camp Kidaca
Teen Centres
Sport Fields and School Gymnasiums
Senior Citizens Centres
Museums

Area served: Hamilton
Accessibility: Yes
Fees: None

Hamilton Entertainment and Convention Facilities Inc. 248

c/o Victor K. Copps Trade Centre and Arena 546-4000
101 York Boulevard
Hamilton, Ontario
L8R 3L4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Gabe Macaluso, Managing Director
and Chief Executive Officer

Description:

The Hamilton Entertainment and Convention Facilities Inc., (HECFI), manages and operates Victor K. Copps Trade Centre and Arena, Hamilton Place, and the Hamilton Convention Centre, on behalf of the Corporation of the City of Hamilton. It reports to a board of directors which is responsible to Hamilton City Council.

Area served: Hamilton Wentworth

HAMILTON CIVIC HOSPITALS 249

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237 Barton Street East 527-0271
Hamilton, Ontario
L8L 2X2

Executive(s): W. E. Noonan, M.D., President
and Chief Executive Officer

Contact(s): Frances O'Flynn, 577-8001
Director of Public Relations

Description:

Operating Hamilton General Division and Henderson General Division.

Major Services:

1. The Hamilton General Division is the designated regional centre for the

treatment of burns, open heart and heart catheterization procedures, trauma (multiple injury), and neurosciences.

2. The Henderson General Division is the designated regional centre for cancer treatment, and has a major responsibility for maternity services and rehabilitation medicine.
3. Both hospitals provide the wide variety of acute care treatment expected of teaching hospitals. The Hamilton Detoxification centre has a reporting responsibility through the General Division. A Sexually Transmitted Diseases Clinic is operated at the General.
4. The Hamilton Civic Hospitals Volunteer Association provides various services to patients at both locations.

Area served: Open
Accessibility: Yes

Hamilton General Division **250**

237 Barton Street East **527-0271**
Hamilton, Ontario
L8L 2X2

Hours: Emergency Services available 24 hours.

Executive(s): Dr. E. G. Woodward, Vice President
and Chief Operating Officer
(Hamilton General Division)

Contact(s): Frances O'Flynn, 577-8001
Director of Public Relations

Description:

One of the two non-denominational public hospitals operated by the board of the Hamilton Civic Hospitals. Bed capacity 425. Regional Referral Centre for: Multiple Trauma, Burns, Neurosciences, and Cardiovascular Sciences.

Area served: Open
Accessibility: Yes

Hamilton General Division
Detoxification Unit **251**

130-132 Wilson Street East **527-9264**
Hamilton, Ontario **527-9265**
L8R 1E2

Contact(s): Mr. R. McEwen, Director

Description:

This is the starting point for male alcoholics. After a four to six day stay, clients are referred to ongoing treatment, such as the Alcoholic Unit, Wayside House of Hamilton, Bold Park Lodge, Alcoholics Anonymous, etc.

Area served: Hamilton Wentworth
Accessibility: Not accessible by wheelchair

Hamilton General Division
Palliative Care Team **252**

527-0271

Hours: 24 hours answering machine

Contact(s): Dianna Drascic, Palliative Care Nurse Coordinator
Ann Rush, Social Worker

Description:

Hamilton General has a palliative care team which is a consulting body, working with physicians and nurses to supplement care. They are available to help with pain and symptom control, as well as with spiritual and psychosocial matters. The team also will help caregivers who are under particular stress in dealing with terminally ill patients. In-service education plays a major role in the programs. Patients are referred to team members by staff, community agencies or patients' families.

Area served: Open
Accessibility: Yes

Hamilton General Division
Sexually Transmitted Disease Clinic **253**

527-0271

Hours: 4:00 pm to 5:30 pm Tuesday and Thursday

Executive(s): Miss J. Woodward, Supervisor

Description:

A special treatment clinic for the diagnosis and treatment of sexually transmitted disease. The clinic has facilities for AIDS testing. The patient would be interviewed/assessed privately (as all patients are) and if warranted, the test would be done. AIDS testing is expensive so these pre-test precautions are necessary.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton General Division
Social Services Department **254**

527-0271
Ext.4313

Hours: 9:00 am to 5:00 pm Monday to Friday

Description:

A casework service for referred inpatients, outpatients and/or their families. The department's objective focuses on assisting the patient in overcoming any anxieties and/or personal problems associated with illness, hospitalization, and discharge. Should the need arise, other community agencies proficient in dealing with the specific problem would be consulted on the patient's behalf. This department will work with the patient and family around drug abuse. The patient must be hospitalized or treated in emergency.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton General Division
Southam Centre
Alcohol and Drug Relapse Prevention Program **255**

527-0271
Ext.4920

Hours: 8:30am to 4:30pm Monday to Friday
Evening Hours: 6:30 pm-9:00 pm Monday and Thursday

Executive(s): Dr. A.C. Carr, Director

Contact(s): Gerald Smith or Intake Staff on Duty

Description:

Day treatment program consisting of two phases:

Phase I--Short-Term Intensive: two half-day sessions per week for four weeks.
Phase II--Weekly follow-up groups for twelve to eighteen months.
Program is group based, uses a broad-spectrum approach, and includes family support sessions.

SUBSTANCES: Alcohol, prescription and non-prescription drugs.

CLIENT TYPES: Preferred are employed people with stable accommodations and supportive family/friends. Individuals are assessed and accepted on a case by case basis.

INTAKE POLICY: Individual assessment to determine admission. Able to participate in program, alcohol/drug free for minimum of 72 hours prior to admission.

WAITING PERIOD: Less than one week

SERVICES:
- Educational presentations
- Insight oriented group sessions
- Relapse prevention strategies
- Support and education sessions for family and friends
- Long-term follow-up groups to sustain recovery process
- Psychiatric assessment and intervention as needed.

Area served: Hamilton
Accessibility: Not accessible

Hamilton General Division
Southam Centre
Personality Treatment Team **256**

527-0271
Ext.4920

Contact(s): Ingrid Boiago 388-2511
Ext. 4665

Description:

A time limited treatment program for people experiencing difficulty with their personality style. Issues regarding behavioural self-control, interpersonal functioning, chronic mood problems or self-image are addressed within this 12 week clinic. Referrals flow through from Personality Investigation Team located at Hamilton Psychiatric Hospital. Referrals also accepted from family physicians, community agencies and health care facilities.

Area served: Hamilton Wentworth
Accessibility: Not accessible

Hamilton General Division
Southam Centre
Special Immunology Services (SIS) **257**

527-0271
Ext.4953

Contact(s): Dr. G. Chaimowitz, Medical Director
Dr. R. Padgett, Medical Director

Description:

This specialized clinic provides complete neuropsychological and psychiatric assessments for patients with Human Immunodeficiency Virus (H.I.V.). The clinic team also utilizes social work, nursing and O.T. staff in order that comprehensive assessment services are available for each patient. At the a present time, the clinic offers a thorough individual assessment, and provides management recommendations to each referred patient, as well as a formal report to the referral source. The clinic can also suggest particular medications, and can facilitate individual psychotherapy or group support when required. Referrals are currently being received from all medical, surgical and psychiatric wards of hospitals within the region, as well as private physicians.

Area served: Hamilton Wentworth
Accessibility: Not accessible

Henderson General Division **258**

711 Concession Street
Hamilton, Ontario
L8V 1C3

389-4411
(24 hours a day)

Hours: 24 hour emergency services

Executive(s): Mr. P. C. Johnson, Vice President and
and Chief Operating Officer
(Henderson General Division)

Contact(s): Frances O'Flynn,
Director of Public Relations 577-8001
Susan Lennox,
Social Work Department Director 389-4411
Ext. 2198

Description:

One of the two non-denominational public hospitals operated by the board of the Hamilton Civic Hospitals. The bed capacity is 614.

Major Services:

A clinic built and operated by the Ontario Cancer Treatment and Research Foundation is located on the grounds and the Hospital includes cancer treatment among its specialties. The Regional Amputee Clinic and the Obstetrics and Gynaecology facilities of the Hamilton Civic Hospitals are also located there.

Social Work Department:

Offers a casework service to patients and their families who find themselves in distress as a result of hospitalization. Works cooperatively with the physician, nurse and other personnel involved in patient care within the hospital and Social Work Services outside the hospital. The main objectives are to assist the physician and the community in better care of patients and to encourage patients to utilize the resources within themselves and the community that will best suit their needs.

Area served: Open
Accessibility: Yes

Henderson General Division
Palliative Care Team 259

389-4411

Description:

Henderson General has a palliative care team which is a consulting body, working with physicians and nurses to supplement care. They are available to help with pain and symptom control, as well as with spiritual and psychosocial matters. The team also will help caregivers who are under particular stress in dealing with terminally ill patients. In-service education plays a major role in the programs. Patients are referred to team members by staff, community agencies or patients' families.

Area served: Open
Accessibility: Yes

HAMILTON DANTE CENTRE FOR ITALIAN LANGUAGE & CULTURE INC. 260

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346 Main Street East
Hamilton, Ontario
L8N 1J1

527-3400

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 1:00 pm Saturday

Description:

The Centre is a non-profit organization which operates in the areas of social assistance, education and culture, community development and sport activities. It is particularly active in assisting seniors and women who find it difficult to use personal and family oriented services.

Major Services:

- information and access to community services
- counselling and assistance in personal matters
- assistance in bureaucratic matters
- escort and advocacy in government offices
- courses in Italian language (all year)
- summer courses in Italian
- cultural programs in Italy for Canadian students
- sport programs initially for Canadian students
- Cultural and sport activities for girls and boys
- Drop-in centre for Italian-Canadian seniors at various locations

Area served: Hamilton

HAMILTON DETOXIFICATION DROP-IN CENTRE 261

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152 Wilson Street **529-8088**
Hamilton, Ontario
L8R 1E2

Hours: 9:00 am to 8:00 pm Monday to Sunday

Executive(s): Rod McEwen, Director
Harold Murphy, Manager

Description:

To give the person a base to be after he is detoxed. Clientele is made up of men only who are ex-residents of a detox unit, current or ex-residents of a half-way house, current or ex-residents of any current alcoholic or drug treatment program.

Major Services:

1. A free and easy, relaxed environment where men can enjoy talking, sharing, coffee, tea, cards, games, TV, crafts, and reading.
2. Referrals to appropriate social service agencies for help with various problems.
3. Transportation to AA meetings nightly.

Area served: Hamilton
Accessibility: Not accessible to the physically disabled

HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION 262

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681 Main Street East 545-0545
Hamilton, Ontario
L8M 1K3

Executive(s): Bill Bain, Chief Administrative Officer

Area served: Hamilton East

Boys' and Girls' Club 263

45 Ellis Avenue 549-2814
Hamilton, Ontario
L8H 4L8

Hours: 9:00 am to 10:00 pm Monday to Friday
9:30 am to 4:00 pm Saturday

Executive(s): Barry Crombie

Contact(s): Doug Kay, Director

Description:

Provides a well-rounded program for boys and girls aged 7-17. The club also sponsors a group home for juveniles in the east end of the city. Programs include arts, crafts, aquatics, gymnastics, volleyball, trampoline, basketball, soccer, ball hockey, indoor football, judo, fitness, weight room, drama, leadership programs, cooking classes, ballet, tai chi.

Hours: 9:00 am to 5:00 pm Monday to Friday
9:00 am to 1:00 pm Saturday

Description:

The Centre is a non-profit organization which operates in the areas of social assistance, education and culture, community development and sport activities. It is particularly active in assisting seniors and women who find it difficult to use personal and family oriented services.

Major Services:

- information and access to community services
- counselling and assistance in personal matters
- assistance in bureaucratic matters
- escort and advocacy in government offices
- courses in Italian language (all year)
- summer courses in Italian
- cultural programs in Italy for Canadian students
- sport programs initially for Canadian students
- Cultural and sport activities for girls and boys
- Drop-in centre for Italian-Canadian seniors at various locations

Area served: Hamilton

HAMILTON DETOXIFICATION DROP-IN CENTRE 261

---

152 Wilson Street **529-8088**
Hamilton, Ontario
L8R 1E2

Hours: 9:00 am to 8:00 pm Monday to Sunday

Executive(s): Rod McEwen, Director
Harold Murphy, Manager

Description:

To give the person a base to be after he is detoxed. Clientele is made up of men only who are ex-residents of a detox unit, current or ex-residents of a half-way house, current or ex-residents of any current alcoholic or drug treatment program.

Major Services:

1. A free and easy, relaxed environment where men can enjoy talking, sharing, coffee, tea, cards, games, TV, crafts, and reading.
2. Referrals to appropriate social service agencies for help with various problems.
3. Transportation to AA meetings nightly.

Area served: Hamilton
Accessibility: Not accessible to the physically disabled

HAMILTON EAST KIWANIS COMMUNITY SERVICES CORPORATION 262

---

681 Main Street East 545-0545
Hamilton, Ontario
L8M 1K3

Executive(s): Bill Bain, Chief Administrative Officer

Area served: Hamilton East

Boys' and Girls' Club 263

45 Ellis Avenue 549-2814
Hamilton, Ontario
L8H 4L8

Hours: 9:00 am to 10:00 pm Monday to Friday
9:30 am to 4:00 pm Saturday

Executive(s): Barry Crombie

Contact(s): Doug Kay, Director

Description:

Provides a well-rounded program for boys and girls aged 7-17. The club also sponsors a group home for juveniles in the east end of the city. Programs include arts, crafts, aquatics, gymnastics, volleyball, trampoline, basketball, soccer, ball hockey, indoor football, judo, fitness, weight room, drama, leadership programs, cooking classes, ballet, tai chi.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $3.00 - $75.00/year
Family - $35.00
Teens - $6.00

George R. Force Group Homes Inc. **264**

RR#1 **945-3014**
Caistor Centre, Ontario
L0R 1E0

Executive(s): Ian Cassidy, Director

Description:

Provides open custody care for young offenders between the ages of 12 and 16.

Area served: Hamilton Wentworth, Brantford, and Niagara

Grocer-Ease **265**

681 Main Street East **523-6461**
Hamilton, Ontario **FAX 549-9011**
L8M 1K3

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Bev Morgan, Administrator

Description:

Available to seniors, disabled and housebound persons in the region. The client provides a grocery list which is obtained at the nearest major supermarket and delivered to the door of the client. The grocery list can be provided over the phone.

Area served: Hamilton Wentworth
Fees: $5.00 per $100.00

Moms Group **266**

Normanhurst Community Centre **545-1666**
1621 Barton Street East
Hamilton, Ontario
L8H 7R7

Hours: 9:00 am to 12:00 noon Wednesday and Thursday

Contact(s): Daljit Garry, Program Coordinator

Description:

This Hamilton Area Resource Centre offers a support group for young mothers with preschool age children. The program allows mothers to participate in group discussions, recreational and social activities, listen to educational guest speakers and provides mothers with information on various community resources. Child care is provided for the children while mothers are in group.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

Parent - Child Resource Centre **267**

545-1666

Hours: 9:00 am to 12:00 noon Monday, Wednesday and Thursday
9:00 am to 3:30 pm Tuesday and Friday

Contact(s): Daljit Garry, Program Coordinator

Description:

This program is open to parents, formal and informal caregivers and children up to five years of age. The drop-in program encourages positive interaction between adult and child, through various activities offered. Bus tickets are provided if necessary.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

HAMILTON FOLK ARTS HERITAGE COUNCIL 268

Executive(s): Harnald Toomsalu (H)529-3760
47 Mountain Avenue
Hamilton, Ontario
L8P 4E3

Lloyd Turner, 1st Vice President (H)561-4556

Contact(s): Vera Popodopolous, Program Director (H)544-5574
Eva Vlachos, Secretary (H)765-4571

Description:

Coordinates the activities of the ethno-cultural organizations of the Hamilton and Burlingrton areas in the presentation of combined cultural programs and to assist the heritage communities in achieving and advancing their cultural expression, artistic pursuits and organizational structures.

Major Services:

Provides folkloric artists (dancers, musicians, singers, culinary personnel and craftspeople, etc.) for programs and projects to selected applicants (charity groups, service clubs, fund raiser, etc.). Produces numerous stage shows, exhibits, cultural events and Canada's largest multi-arts celebration "Your Festival" over the Canada Day weekend July 1st. Provides assistance to newer and emerging folkloric groups and heritage communities. Assists students in preparation of projects dealing with heritage peoples.

Area served: Hamilton Wentworth
Accessibility: Yes

HAMILTON FOUNDATION 269

Standard Life Centre **523-5600**
205-120 King Street West
Hamilton, Ontario
L8P 4V2

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): William W. Nelson, President
W. Kent Newcomb, 1st Vice President

Contact(s): Judith McCulloch, Executive Director
R. D. Mackenzie, F.C.A., Financial Manager

Description:

A community foundation, supported by public donations and bequests for charitable purposes in Hamilton-Wentworth and Burlington.

Major Services:

Donations and bequests are invested to produce income for grants to various charitable causes in the community, as determined by the Board of Directors. The range of charity is wide, including social welfare, education, arts, culture, recreation, health and conservation.

The Foundation also holds a number of designated (special purpose) funds to provide:

1. Bursaries for post-secondary studies (graduates of Hamilton high schools only).
2. A post-doctoral scientific research fellowship.
3. Grants for groups working for the benefit of elderly people.
4. Education/research funds for local health sciences projects.
5. Summer camp sponsorships for needy youngsters.

"In Memoriam" donations are accepted and notices sent to relatives. If a donor wishes to establish a new designated fund, for special charitable purposes, arrangements should be made with the Foundation. Capital endowment funds for other organizations are also managed by agreement.

Area served: Burlington and Hamilton Wentworth
Accessibility: Yes

HAMILTON HANDICAP CLUB 270

YWCA (After 5:00 pm) **523-5887**
75 MacNab Street South
Hamilton, Ontario
L8P 3C1

Mail Address: 622-360 King Street East
Hamilton, Ontario
L8N 3Y2

Executive(s): Harold Parks, President

Description:

The object of the organization is to encourage members to lead normal lives regardless of their disability.

Major Services:

Membership is open to anyone 18 to 59 years of age who is physically handicapped. Monthly meetings and entertainment are part of the program. New members welcome.

Area served: Hamilton
Accessibility: Yes
Fees: $2.00 membership

HAMILTON JEWISH FEDERATION 271

1030 Lower Lions Club Road **648-0605**
Ancaster, Ontario (Burlington Res.) **527-8577**
L9G 3N6

Mail address: P.O. Box 7258
Ancaster, Ontario
L9G 3N6

Hours: 8:00 am to 10:30 pm Monday to Thursday
8:00 am to 4:00 pm Friday (summer 6:00 pm)
8:00 am to 6:00 pm Sunday

Executive(s): Gerald A. Swaye, President
Claire Mandel, Executive Director

Description:

Coordinating body for all Jewish organizations, community relations for the Jewish community. The voice for the entire Jewish community for the Hamilton Wentworth area. Annual fund-raising for United Jewish Appeal, Jewish Social Services.

Area served: Hamilton Wentworth and area
Accessibility: Not accessible to the physically disabled

HAMILTON JEWISH HOME FOR THE AGED - SHALOM VILLAGE 272

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70 Macklin Street North **528-5377**
Hamilton, Ontario, L8S 3S1

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Sheila Burman, Administrator

Description:

To provide semi-independent accommodation for seniors, with support services.

Major Services:

Living accommodation, night-time emergency help for residents, daytime help if not well, on short-term basis; meal once per day (Kosher).

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: To be discussed.

HAMILTON MEMORIAL SOCIETY 273

(answering machine) **389-8240**

Mail address: P.O. Box 164
Hamilton, Ontario
L8N 3A2

Description:

The purpose of the society is to encourage simplicity, dignity, and modest cost in funeral arrangements, and to promote these objectives through educational programs. It is a non-profit, non-denominational organization advocating preplanning so that complicated and costly decisions do not need to be made at a time of stress.

Major Services:

Volunteers give information about funeral planning, eye banks, donations for transplants, and to science. Members receive information on cooperating funeral directors and changes in the funeral industry. Fees are nominal. Information is available to anyone requiring advice about an imminent death. Members of the public may call for brochures and information. The Society will furnish speakers on pre-planning a funeral.

Area served: Hamilton Wentworth, Burlington, and Brantford
Accessibility: Not accessible by wheelchair
Fees: $15.00 Lifetime fee per member.

HAMILTON MOUNTAIN LEGAL & COMMUNITY SERVICES

218-550 Fennell Avenue East
Hamilton, Ontario
L8V 4S9

575-9590
FAX 574-8233

Hours: 9:00 am to 5:00 pm Monday to Friday
Evenings by appointment only.
Summer Hours: 8:30 am to 4:30 pm

Executive(s): Randolph J. Mazza, Executive Director/Lawyer
George Parker

Description:

To provide legal information, advice and advocacy services to the Hamilton Mountain community.

Major Services:

1. Landlord Tenant/Rent Review.
2. Consumer Problems
3. Debt and Credit
4. Small Claims Court
5. Employment Problems
6. Workers' Compensation
7. Canada Pension Plan
8. General Welfare, Family Benefits, Disability
9. Unemployment Insurance
10. Family Law Act
11. Immigration

During the day, appointments are preferred.

Area served: Hamilton Mountain and Caledonia
Accessibility: Yes
Fees: None if individual is financially eligible. Individual may be responsible for legal disbursements.

HAMILTON NIAGARA ACADEMY OF PSYCHOLOGY 275

388-2511
Ext.4541

Mail address: Department of Research
Hamilton Psychiatric Hospital
Hamilton, Ontario
L8N 3K7

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Dr. Gary H. Miller

Description:

The purposes of this organization include continuing the education of its members, furthering the education of the public regarding issues relevant to psychology, and contribution to health care and social service planning in the region. The Academy is committed to fostering broader public understanding of the roles and activities of all psychologists and encouraging individuals and groups to be discerning and informed users of psychologists' services. It is also committed to increasing the contribution of psychologists to health care, education, and other individual and community endeavours by seeking to enhance the visibility and identity of psychologists in the region, and by increasing the awareness of its membership to the many and varied issues related to the practice of psychology.

Major Services:

To carry out these purposes, the Academy will seek to recommend members who would be appropriate to work within community planning groups, and to assist groups with their education efforts by suggesting speakers. The Academy will recommend psychologists currently accepting new clients.

Area served: Hamilton-Niagara, Halton Region, and Haldimand-Norfolk Region

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HAMILTON PARENTS OF MULTIPLE BIRTHS ASSOCIATION 276

(TWIN) **574-8946**

Mail address: P.O. Box 4046, Station D
Hamilton, Ontario
L8V 4L5

Hours: 7:45 pm to 10:00 pm
2nd Monday of the month

Contact(s): Kim Schwenker, Membership 945-1913

Description:

Helping members to overcome the special problems that arise from raising multiple births. Also to promote interest in, and supply information about multiples.

Major Services:

1. Speakers and discussion groups
2. Clothing exchange and sale
3. Articles to buy or/and sell
4. Reading lists/monthly newsletter
5. Social outings
6. Outreach Program, which is to inform new parents of multiple births and offer vountary help in any way possible.

Area served: Hamilton Wentworth
Fees: $28.00 per family for full membership

HAMILTON PROGRAM FOR SCHIZOPHRENIA 277

102-350 King Street East **525-2838**
Hamilton, Ontario
L8N 3Y3

Executive(s): Dr. Peter E. Cook, Executive Director
Dr. Joel Goldberg, Clinical Director

Contact(s): Janet Landeen, Director of Training
Gary H. Muntz, Administrator

Description:

A specialized, community based psychiatric rehabilitation program that coordinates services, provides social and vocational rehabilitation and comprehensive care to young adults and their families disabled by schizophrenia. Affiliated with McMaster University and Mohawk College. Research and training opportunities are provided.

Area served: Ontario, but priority given to Hamilton-Wentworth
Accessibility: Yes

HAMILTON PSYCHIATRIC HOSPITAL 278

388-2511

Mail address: P.O. Box 585
Hamilton, Ontario
L8N 3K7

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): D. Wayne Fyffe, Administrator
B. Ginn, Director of Public Relations

Description:

Hamilton Psychiatric Hospital (HPH), is a tertiary care facility, provides specialized psychiatric treatment and rehabilitation programs not available in the general hospital setting.

Major Services:

Social Work Department
Desmond Pouyat, Director of Social Work, 575-6007

Volunteers
Angela Grant, Coordinator, 388-2511, Ext. 4265

Century Manor Day Program
Intake, 388-2511, Exts. 4273-4-5-6

Rehabilitation Services
Occupational Therapy, Mary Pongrac, 388-2511, Ext. 4632
Recreation, Leslee Ganton, 388-2511, Ext. 4631
Vocational Programs, Linda Helt, 388-2511, Ext. 4618, 4624
Hamilton Psychiatric Hospital Speakers Roster
Public Relations, Brenda Ginn, 575-6022
Speakers available to describe the role of the HPH and their activities in psychiatric treatment, education, and research.

Area served: Hamilton Wentworth, Niagara Region, Brant, Haldimand and Halton counties

Community Housing Coordination Service **279**

575-6008

Contact(s): Brian Leckie, Coordinator

Description:

To assess psychiatric patients for alternate housing to maximize the level of functioning of residents in its programs. Recreation and activity programs are conducted in the Homes for Special Care.

Area served: Hamilton Wentworth and Niagara Region, Brant, Haldimand and Halton counties
Accessibility: Yes

Duty Counsel **280**

West 5th and Fennell **388-2511**
Crest Conference Room **Ext.4246**
Hamilton, Ontario
L8N 3K7

Hours: 1:00 pm to 4:00 pm Wednesdays or by appointment

Contact(s): Diane Hillier

Description:

Duty Counsel provides free legal advice in the afternoon.

Accessibility: Yes
Fees: None

55 York Boulevard
Hamilton, Ontario
L8R 3K1

529-8111
FAX: 529-5326
TTY-TDD 529-3137

Mail address: P. O. Box 2700, Station A
Hamilton, Ontario
L8N 4E4

Hours:
9:00 am to 6:00 pm Monday
9:00 am to 9:00 pm Tuesday to Friday
9:00 am to 5:00 pm Saturday
1:00 pm to 5:00 pm Sunday (September to May)

Executive(s): Judith McAnanama, Chief Executive Officer
Peter Rogers, Chairman of the Board

Description:

Hamilton Public Library fulfills the public's information needs, whether for business, education, or recreation through a variety of services and materials.

Major Services:

1. Audio Listening Centre - Central Library
2. Bookmobile service (to Senior Citizens Apartments and neighbourhoods). Call ext. 263 for more information.
3. Career Resource Centre
4. Computer Search Services - Central Library
5. Children's Services
6. Film Preview Area - Central Library
7. Information Services
8. Interlibrary Loan
9. Language Listening Centre - Central Library
10. Lecture/Meeting Rooms
11. Music practice room - Central Library
12. Programs and Publications
13. Quic Information
14. Telephone Information Services
15. Typing and Study Carrels - Central Library
16. Visiting Service (to those homebound due to age or illness, to nursing homes) Call 527-5988 for information

The Collection:

Archive materials (Special Collections Department)
Books
Business Collection (Journals, newspapers,(including an extensive foreign newspaper collection), etc.
Cassettes
Films (16mm)
Government Documents (including all federal and provincial legislation and acts)
Large Print Books
Magazines
Microfilms
Multilingual Books
Music Scores
Paperbacks
Pictures
Records
Reference material (indexes, yearbooks, etc. Also, reference for pollution control regulations, occupational safety laws, industry's conversion to metric, etc.) copy of "Canadian Industry Shows & Exhibitions"
Talking Books
Toys
Urban Municipal Collection - City and Regional Documents
Video materials.

Area served:	Hamilton Wentworth
Accessibility:	Yes
Fees:	Your free library card lets you borrow all circulating materials of the Hamilton Public Library at no charge. Small fee for borrowing video materials.

Barton Branch **282**

571 Barton Street East **527-8122**
Hamilton, Ontario
L8L 2Z4

Hours:	10:00 am to 8:30 pm Monday, Thursday 10:00 am to 6:00 pm Tuesday, Wednesday 9:00 am to 5:00 pm Saturday Closed Friday and Sunday
Executive(s):	Deborah Rudderham, Branch Head
Area served:	Hamilton Wentworth

Concession Branch **283**

565 Concession Street **383-2322**
Hamilton, Ontario
L8V 1A8

Hours: 10:00 am to 9:00 pm Tuesday, Thursday
10:00 am to 6:00 pm Wednesday, Friday
9:00 am to 5:00 pm Saturday
Closed Sunday and Monday

Executive(s): Jean Lyall, Branch Head

Accessibility: Yes, entry through the back door ramp.

Kenilworth Branch **284**

103 Kenilworth Street North **544-8705**
Hamilton, Ontario
L8H 4R6

Hours: 10:00 am to 8:30 pm Tuesday, Thursday
10:00 am to 6:00 pm Wednesday, Friday
9:00 am to 5:00 pm Saturday
1:00 pm to 5:00 pm Sunday (Sept. to May)
Closed Monday

Executive(s): Rita Bozzo, Branch Head

Area served: Hamilton Wentworth
Accessibility: Yes, ramp

Locke Street Branch **285**

285 Locke Street South **522-7154**
Hamilton, Ontario
L8P 4C2

Hours: 10:00 am to 9:00 pm Tuesday, Thursday
10:00 am to 6:00 pm Wednesday, Friday
9:00 am to 5:00 pm Saturday
Closed Monday and Sunday

Executive(s): Krystyna Zeglinska, Branch Head

Accessibility: Yes

Picton Branch **286**

502 James Street North **528-7453**
Hamilton, Ontario
L8L 1J4

Hours: 10:00 am to 8:30 pm Monday, Wednesday
10:00 am to 6:00 pm Tuesday, Thursday
9:00 am to 5:00 pm Saturday
Closed Friday and Sunday

Executive(s): Krystyna Zeglinska, Branch Head

Area served: Hamilton Wentworth
Accessibility: Yes

Red Hill **287**

695 Queenston Road **561-2835**
Hamilton, Ontario
L8G 1A1

Hours: 10:00 am to 6:00 pm Wednesday, Friday
10:00 am to 9:00 pm Tuesday, Thursday
9:00 am to 5:00 pm Saturday
Closed Monday and Sunday

Executive(s): Yvonne Patch

Area served: Hamilton Wentworth
Accessibility: Yes

Sherwood Branch **288**

1104 Fennell Avenue East **389-8977**
Hamilton, Ontario
L8T 1R9

Hours: 10:00 am to 9:00 pm Monday, Wednesday, Thursday
10:00 am to 6:00 pm Tuesday
9:00 am to 5:00 pm Saturday
Closed Sunday and Friday

Executive(s): Sheila Gamble, Branch Head

Accessibility: Yes

Terryberry Branch 289

100 Mohawk Road West 388-7517
Hamilton, Ontario
L9C 1W1

Hours: 10:00 am to 9:00 pm Monday to Thursday
9:00 am to 5:00 pm Saturday
1:00 pm to 5:00 pm Sunday (Sept. to May)
Closed Friday

Executive(s): Sharon Lehnert, Branch Head

Area served: Hamilton Wentworth
Accessibility: Yes

Westdale Branch 290

955 King Street West 528-1668
Hamilton, Ontario
L8S 1K9

Hours: 10:00 am to 9:00 pm Monday, Thursday
10:00 am to 6:00 pm Tuesday, Wednesday
9:00 am to 5:00 pm Saturday
1:00 pm to 5:00 pm Sunday (Sept. to May)
Closed Friday

Executive(s): Kathy Deiter, Branch Head

Area served: Hamilton Wentworth
Accessibility: Yes

Career Resource Centre 291

55 York Blvd., 2nd Floor 529-8111
Hamilton, Ontario
L8R 3A4

Hours: 9:00 am to 1:00 pm Monday - Wednesday, Friday and Saturday
2:00 pm to 5:00 pm Monday - Wednesday, Friday, and Saturday
1:00 pm to 5:00 pm Tuesday and Thursday
6:00 pm to 9:00 pm Tuesday and Thursday

Contact(s): Joyce Hopkins

Description:

Up to date collection of careers, occupations, salary rates, video programs on occupations. Provides help in resume writing and job search techniques. Acts as a referral centre to groups who are involved in employment and career planning. Also provides information on all colleges and universities in Canada and the United States.

Area served: Hamilton Wentworth

Accessibility: Yes

Resource Centre for Disabled Persons **292**

55 York Boulevard
Hamilton, Ontario
L8R 3K1

529-8111
Ext. 326
TTY-TDD 529-3137

Hours: 9:00 am to 5:00 pm Monday, Tuesday, Thursday, Friday
9:00 am to 9:00 pm Wednesday
9:00 am to noon and 1:00 pm to 5:00 pm Saturday

Contact(s): Karen Cooper

Description:

The Centre offers large print and talking books (cassettes); information files which include clippings, and pamphlets; disability newsletters, a book collection; catalogues from suppliers of aids for daily living, and detailed information on organizations and groups in the region who offer services to disabled persons. Also available are technical aids for use in the library and as models.

Area served: Hamilton Wentworth

Accessibility: Yes

Resource Centre for Disabled Persons
Visiting Library Service **293**

55 York Boulevard
Hamilton, Ontario
L8R 3K1

527-5988

Hours: 9:00am to 5:00pm Monday to Friday

Contact(s): Deborah Freeman

Description:

Library staff visits the homebound or institutionalized every four weeks with books chosen according to the interests of the person being visited. Winter service is also available. Regular and large print books, magazines, talking books on cassette, foreign language books and children's book, tapes and toys are available.

Area served: Hamilton Wentworth
Accessibility: Yes

HAMILTON REGIONAL INDIAN CENTRE 294

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183 James Street South **546-1446**
Hamilton, Ontario
L8P 3A8

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Cathy Staats, Executive Director

Description:

To provide a base for urban and migrating native people. A Friendship Centre, offering a program of cultural, recreational, educational and social activities.

Major Services:

Youth Program, Native Adult Literacy Program, Li'l Beaver's Program, Traditional Teachings, Seminars, Workshops, Newsletter, Socials Special Events (Christmas, Its Your Festival, Halloween etc.), speakers to agencies, schools, a referral and Drop-in Centre, an Elders' Program, Volunteer Appreciation Night, and Annual Picnic.

Area served: Hamilton-Wentworth, Brantford Courts, Six Nations Reserve and other areas on request.
Fees: $ 2.00 Individual
$ 3.00 Family
$ 25.00 Agency

HAMILTON RIGHT TO LIFE 295

4-230 James Street South **528-3065**
Hamilton, Ontario
L8P 3B3

Hours: 10:00 am to 4:00 pm Monday to Friday
Summer hours:
10:00 am to 2:00 pm Tuesday and Thursday

Executive(s): Mr. Harry Meester, President

Description:

The organization works for changes in public opinion that will increase respect for all human life.

Major Services:

Lectures, films on abortion, euthanasia fact sheets presented on request. Material on abortion, human experimentation, euthanasia is available, library and resource centre.

Area served: Hamilton Wentworth

Accessibility: Not accessible to the physically disabled

Fees: $10.00 Individual
$ 5.00 Students and Seniors
$15.00 Family

HAMILTON SAFETY COUNCIL 296

c/o Hamilton Police Headquarters
155 King William Street
Hamilton, Ontario
L8N 4C1

Executive(s):	Connie Chudyk, President	529-1139
Contact(s):	Bernice Price, Babysitting Courses	385-7463
	Ted Hammond, Hug a Tree Program	528-9906

Description:

To promote safety to the public. Sponsors of Hamilton Safety Council Lifeguard Team, Babysitter Courses, Bikeways Summer and Winter, Home Safety programs, Wilderness Survival and Hug a Tree Program. Major Services include babysitting courses, water safety, and Hug a Tree Program.

Area served:	Hamilton
Accessibility:	Not accessible to the physically disabled
Fees:	Yes

HAMILTON SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS 297

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658 Parkdale Avenue North **547-1257**
Hamilton, Ontario
L8H 5Z4

Hours:	(Office) 8:00 am to 4:00 pm Monday to Friday (Shelter hours:) 10:30 am to 6:30 pm Monday to Friday 10:00 am to 4:30 pm Saturday
Executive(s):	Cameron Stableford, General Manager Robert Morrison, Assistant Manager
Contact(s):	Cec Brooker, Shelter Supervisor Dave Lake, Animal Control Supervisor

Description:

Community Animal Shelter operates Lost and Found Departments for pets and investigates alleged cruelty-to-animals complaints.

Major Services:

1. Operates an animal shelter and adoption services for a variety of pets.
2. Investigates complaints of cruelty or neglect to animals and prosecutes where indicated.

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3. Provides animal control services for the Hamilton-Wentworth region (except Beverly Township).
4. Dog licences issued for Hamilton
5. Provides education programs for schools and community groups.

Emergency Services:

Animals in distress or injured animal service 24 hours a day, 7 days a week.

Area served:	Hamilton Wentworth
Accessibility:	Yes
Fees:	Range of fees depending on service provided.

HAMILTON STATUS OF WOMEN COMMITTEE 298

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c/o Charlene Coutts
City Clerk's Office (City Hall) **546-3994**
City Hall
71 Main Street West
Hamilton, Ontario
L8N 3T4

Hours:	9:00 am to 5:00 pm Monday to Friday
Executive(s):	Deborah Barfknecht, Chairperson
Contact(s):	Charlene Coutts, Secretary

Description:

The committee defines and studies issues that affect the status of women in the Hamilton-Wentworth area. The committee makes recommendations to City Council on political, economic and social issues pertaining to women. The committee expresses comments on Provincial and Federal legislation and policies which affect the status of women.

Major Services:

1. Open monthly meetings - second Monday of the month; (Membership appointed by City council)
2. Initiate and participate in research projects concerning women's issues;
3. Provide, seminars and workshops for women interested in participating in local politics;

4. Provide speakers (usually committee members) for high school groups, social service groups, etc.;
5. Sponsor annual Women of the Year Award.

Area served: Hamilton
Accessibility: Yes

HAMILTON UNITED GAY SOCIETIES 299

Gayline **523-7055**
(24 hr. tape Wed-Fri, 7-10pm)

Mail address: P.O. Box 44, Stn "B"
Hamilton, Ontario
L8L 7T5

Hours: 7:00 pm to 10:00 pm Wednesday to Friday

Contact(s): Doug Arcand, Spokesperson (after 7 pm) 529-4453

Description:

The Hamilton United Gay Societies (HUGS), is a legally incorporated nonprofit organization and is the umbrella group for many sub-organizations. Major services include Gayline, support groups and groups providing public education about homosexuality. They also attempt to bring the lesbian and gay communities together for mutual community support and political strength. The sub-organizations under HUGS provide information for lesbians and gay men, as well as provide information to the heterosexual community.

SUB-ORGANIZATIONS AND SERVICES ARE:

a) Support Group (for gay men and lesbians)
b) Youth Group (for people 16-21 years old)
c) Lesbian Support Group (support, feminist and political)
d) Speaker's Bureau
e) Gay Archives for Hamilton-Wentworth
f) Computer Bulletin Board (389-8926)

Besides the services that are provided by the many sub-organizations, the HUGS Gayline also gives out referrals for other services that include: religious, medical and legal advisors; an alcohol anonymous group for gays/lesbians; university groups for gays/lesbians; gay/lesbian political groups across Canada; and parents of gays and lesbians groups.

Area served: Hamilton Wentworth, Burlington, St.Catharines, Brantford and surrounding areas

Accessibility: No

Gayline **300**

(24 hour tape) **523-7055**

Hours: 7:00 pm to 10:00 pm Wednesday to Friday

Description:

The Gayline provides a link between HUGS (Hamilton United Gay Societies) and the community at large. One service of Gayline is to provide peer counselling to help gays and lesbians deal with their sexuality. A second service is to provide information to the general community to foster understanding among heterosexuals about homosexuality. Thirdly, the Gayline counsellors provide information about what is happening in the gay/lesbian community, and they will connect callers to all other sub-organizations within HUGS.

Area served: Hamilton Wentworth, Burlington, and St. Catharines, Brantford and surrounding areas

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HAMILTON WENTWORTH ASSOCIATION OF VOLUNTEER PROBATION AND PAROLE OFFICERS 301

Ellen Fairclough Building **521-7527**
119 King Street West, 1st Floor
Hamilton, Ontario
L8N 3Z9

Hours: 8:30 am to 4:45 pm Monday, Thursday, and Friday
8:30 am to 9:00 pm Tuesday and Wednesday

Contact(s): Rosemary Vario, Coordinator of Volunteers

Description:

The volunteer program enables volunteers (18 years and over) to work with individuals who have received dispositions from the court requiring supervision by a Probation and Parole Officer.

Major Services:

1. Supervise probation and parole clients.

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2. Provide enforcement, counselling and support services.
3. Court liaison providing intake services.
4. Provide volunteers with educational workshops, social and recreational events, various committees.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

HAMILTON WENTWORTH CHAPTER OF NATIVE WOMEN INC.

Native Women's Centre **302**

47 East Avenue North **522-1501**
Hamilton, Ontario
L8L 5H4

Hours: 9:00 am to 5:00 pm Monday to Friday
Accommodation 24 hours per day

Executive(s): Sharon Longboat, Executive Director

Description:

To provide Native Women with a place to meet in their search for identity and recognition, and to instill pride in their heritage. Will respond to needs via programs that are appropriate and will promote our culture, as indicated by membership.

Major Services:

The Native Women's Centre can provide accommodation if needed to native and non-native women and their children in trouble due to stress, strain, alcohol or drugs, or a crisis in the home, as well as homelessness. Also offers counselling according to individual need by a native staff that is willing to listen. Referrals are available where appropriate. Information sharing is another service we provide.

Area served: Hamilton Wentworth and surrounding area

Accessibility: Not accessible to the physically disabled
Fees: None

HAMILTON WENTWORTH CREATIVE ARTS INC. 303

401 Main Street West **525-6644**
Hamilton, Ontario
L8P 1K5

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): William B. Powell, General Manager

Description:

A non-profit, charitable arts organization to promote art and culture in the Hamilton-Wentworth region, and on a national level.

Major Services:

1. Festival of Friends - largest arts, music and theatre showcase of Canadian talent - runs 2nd weekend in August; also Winter Festival of Friends, Hamilton Convention Centre, and Earthsong, July 1st. weekend at Dundurn Park.

2. Concerts and/or workshops arranged for all groups, incuding performances for the develpomentally handicapped and/or psychiatric patients.

3. Fully equipped theatre facility, "The Warehouse", available to arts groups.

4. Coordination of special events, both local and national. For more information regarding art, music and culture call the above number.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

HAMILTON WENTWORTH NUTRITION COMMITTEE 304

521-2100
Ext.5476

Mail address: P.O. Box 423, Station A
Hamilton, Ontario
L8N 3H8

Executive(s): Ms. D. Weldon, Chairperson

Description:

To act as a resource group to agencies, groups, and individuals requiring nutrition information. The committee consists of nutritionists, health and community professionals and others who represent agencies that are interested in the nutritional well-being of their clients.

Major Services:

1. Coordinate nutrition services and programs in the community.
2. Provide nutrition information to the public e.g. Nutrition Month, Radio and TV interviews.
3. Act as a resource group to the Hamilton Wentworth District Health Council on the nutrition needs of the community.

Area served: Hamilton Wentworth

HAMILTON WENTWORTH PALLIATIVE CARE PROGRAM 305

389-4411
Ext.2213

Mail address: c/o Hamilton Wentworth District Health Council
P.O. Box 2085
Hamilton, Ontario
L8N 3R5

Description:

Palliative care can be defined as the active and compassionate care of the sick at a time when the goals of cure and prolongation of life are no longer paramount. The emphasis becomes quality of life and care is provided in the home or in hospital. The focus of palliative care is on the control of physical symptoms and the emotional, psychological, and spiritual support of the patient, the family, and the community. It extends to include the bereavement process.

Services are available through all area hospitals, Home Care and Visiting Nurse agencies, which may be telephoned directly for assistance.

Area served: Hamilton Wentworth
Fees: None

HAMILTON WENTWORTH REGION BLOCK PARENT PROGRAM INC. 306

Community Services Bureau **546-4900**
Hamilton Wentworth Regional Police
155 King William Street
Hamilton, Ontario
L8R 1A6

Mail address: P.O. Box 1060, Station A
Hamilton, Ontario
L8N 4C1

Executive(s): Linda Jack, Coordinator

Description:
- to provide a safe haven for one in need
- to provide the community with an organized method of protecting its children
- to aid the prompt reporting of emergency problems to the emergency bureau

Major Services:

Community involvement through communication and cooperation without discrimination. The program encourages volunteer citizens to advertise their willingness to assist in emergencies by displaying the BLOCK PARENT sign. The program is introduced to all children in the school system and to as many adult groups as possible with film, slides, seatwork, brochures, and media.

Area served: Hamilton Wentworth
Accessibility: Yes

HAMILTON WENTWORTH. REGIONAL MUNICIPALITY OF HAMILTON WENTWORTH 307

119 King Street West **546-4111**
Hamilton, Ontario
L8N 3V9

Mail address: P.O. Box 910
Hamilton, Ontario, L8N 3V9

Hours:	9:00 am to 5:00 pm Monday to Friday	
Executive(s):	William M. Carson, Chief Administrative Officer	546-4263
	Gerry Lawson, Treasurer and Commissioner of Finance	546-4250
Contact(s):	Robert C. Prowse, Regional Clerk	546-4140

Description:

This Region was established on June 22, 1973. All members of the Regional Council, except the Regional Chairman, are also elected members of their local council. All mayors are also Regional Council members. The Region looks after region wide services. Regional Government provides the opportunity to plan for the whole area, thereby controlling its development and growth.

Area served: Hamilton Wentworth
Accessibility: Yes

Regional Council **308**

Executive(s):	Reg Whynott, Regional Chairman 119 King St. West Hamilton, Ontario L8N 3V9	546-4200
Robert Wade Mayor-Ancaster	RR#3 700 Louise Dr. Dundas L9H 5E3	528-0061
Ann Sloat Ancaster	106-150 Wilson St. W Ancaster L9G 4E7	648-4652
John Addison Mayor-Dundas	41 Forestview Dr. Dundas L9H 6M7	335-0961
John Prentice Dundas	30 Dunning Court Dundas L1H 4K6	628-6934
Jim Robb Mayor-Flamborough	23 Cumminsville Drive Millgrove L0R 1V0	544-3761
Don Granger Flamborough	21 Noble Kirk Dr. PO Box 152 Freelton L0R 1K0	575-1212 Ext.3275

Helen Bell Mayor- Glanbrook	1461 Fletcher Rd. Binbrook L0R 1C0	679-4121
Glen Etherington Glanbrook	1477 Guyatt Rd Binbrook L0R 1C0	692-3752
Stan Napper Mayor-Stoney Creek	City Hall, 777 Hwy. #8 Stoney Creek L8G 4N9	643-1261
Bob Hodgson Stoney Creek	304-2 Village Green Stoney Creek L8G 2J1	522-6151
Bob Morrow Mayor- Hamilton	City Hall, Hamilton 42 Firenze St. Hamilton L9C 6V7	546-4537 526-2790
Terry Cooke Ward 1 Hamilton	City Hall, Hamilton 186 Hillcrest Ave. Hamilton L8P 2X4	546-2730 521-1087
Mary Kiss Ward 1 Hamilton	City Hall, Hamilton 51 Yarmouth Court Hamilton L8S 3E2	546-2730
Vince Agro Ward 2 Hamilton	City Hall, Hamilton 105 Winston Ave Hamilton L8S 2S7	546-2730
William McCulloch Ward 2 Hamilton	City Hall, Hamilton 1005-17 Robinson St. Hamilton L8P 1Y6	546-2730
Don Drury Ward 3 Hamilton	City Hall, Hamilton 2-25 Proctor Blvd Hamilton L8M 2M2	546-2730 545-7077
Brian Hinkley Ward 3 Hamilton	City Hall, Hamilton 604-21 East Ave S. Hamilton L8N 2T3	546-2730 572-7500
Geraldine Copps Ward 4 Hamilton	City Hall, Hamilton 10 Fairfield Ave Hamilton L8H 5G8	546-2730 544-6806
Dave Wilson Ward 4 Hamilton	City Hall, Hamilton 50 Organ Cresent Hamilton L8T 1Y6	546-2730 575-2993

Dominic Agostino Ward 5 Hamilton	City Hall, Hamilton 1064 Garth St. Hamilton L9C 4L6	546-2730 388-8070
Fred Lombardo Ward 5 Hamilton	City Hall, Hamilton 215 Montmorency St. Hamilton L8K 5H3	546-2730 561-1031
Vince Formosi Ward 6 Hamilton	City Hall, Hamilton 320 Upper Ottawa Hamilton L8T 3S4	546-2730 389-9349
Tom Jackson Ward 6 Hamilton	City Hall, Hamilton 27 Albion Falls Blvd. Hamilton L8W 1R4	546-2730 385-5918
John Gallagher Ward 7 Hamilton	City Hall, Hamilton 515-240 Mohawk Rd E. Hamilton L9A 2H6	546-2730
Henry Merling Ward 7 Hamilton	City Hall, Hamilton 627 Queensdale Ave E. Hamilton L8V 1L8	546-2730
Tom Murray Ward 8 Hamilton	City Hall, Hamilton 180 Buckingham Dr. Hamilton L9C 2G7	546-2730 544-3761
Don Ross Ward 8 Hamilton	City Hall, Hamilton 363 Brigadoon Dr. Hamilton L9C 6C7	546-2730

Area served: Hamilton Wentworth

Department of Public Health Services 309

25 Main Street West, 4th Floor 546-3500
Hamilton, Ontario
L8P 1H1

Mail address: P.O. Box 897
Hamilton, Ontario
L8N 3P6

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Dr. Fran Scot, M.D., CCFP, FRCPC, M.SC., Medical Officer of Health 546-3501

Contact(s): Mr. D. McInnis, Business Administrator 546-3507

Description:

The Regional Municipality of Hamilton-Wentworth Department of Health Services is a multi-disciplined organization and an official agency constituted under the Public Health Act of Ontario. It is governed by the Special Committee of Health Services of the Regional Municipality of Hamilton Wentworth.

Area served: Hamilton Wentworth

Department of Public Health Services
Alcohol and Drug Assessment Services **310**

21 Hunter Street East **546-3606**
3rd Floor
Hamilton, Ontario
L8N 1M2

Contact(s): Mr. G. Corbett, Program Supervisor

Description:

The overall goal of the program is to improve the quality of care provided to people with alcohol problems in Hamilton Wentworth. The service provides a thorough, standardized assessment, referrals to treatment programs and community agencies, and continuing follow-up and case management for persons who are concerned about their alcohol and drug use and the related problems that accompany abuse.

Area served: Hamilton Wentworth
Accessibility: Accessible to the physically handicapped

Department of Public Health Services
Child and Adolescent Services **311**

100 Main Street East, Suite 220 **546-3678**
Hamilton, Ontario

Executive(s): Mr. H. C. VanDooren, Clinical Director

Contact(s): Mrs. H.A. Rusan, Secretary to the Director
Mr. R.E. Cowling, Intake and Orientation

Description:

To assess and treat children ages 2-18 with behavioural, learning, speech, and emotional disorders and who live in the Hamilton Wentworth Region.

Major Services:

Brief service program (including orientation groups)

Program for Integrated Assessments of Young Offenders and Child Welfare (Court referral and Children's Aid referrals only)

Child and Family Intervention Program (family therapy, play therapy, individual therapy, group therapy, speech, and language assessment and therapy)

Community Support Program includes consultation to community groups, prevention network, interagency collaboration, groups for remarried couples, children of divorce and separation, children's bereavement groups.

Area served: Hamilton Wentworth
Accessibility: Yes

Child and Adolescent Services Branch Office **312**

1945 King Street East **545-3093**
Hamilton, Ontario
L8K 1W2

Accessibility: Yes

Department of Public Health Services
Nutrition Services **313**

25 Main Street West, 4th Floor **546-3521**
Hamilton, Ontario **546-3630**
L8P 1H1

Contact(s): Mrs. H. Hale Tomasik, Director

Description:

The overall goal of Nutrition Services is to assess the nutritional needs of the community, and to coordinate, plan, implement, and evaluate nutrition education programs. Two nutritionists provide consultation and educational resources to Health Department staff, and other health and community professionals and consumers.

Area served: Hamilton Wentworth

Department of Public Health Services
Public Health Dentistry **314**

25 Main Street West **546-3566**
9th Floor
Hamilton, Ontario
L8P 1H1

Description:

The Dental director supervises several dental clinics in the City of Hamilton. This dental service is available to the children in the school system of Hamilton on the basis of financial need. As well, the Dental Division carries out various preventive dental measures throughout the city and county.

Area served: Hamilton Wentworth

Department of Public Health Services
Public Health Inspection Services **315**

25 Main Street West, 2nd Floor **546-3570**
Hamilton, Ontario
L8P 1H1

Contact(s): Mr. F. Shimoda, Director 546-3571

Description:

Public Health Inspectors are responsible for abating public health nuisances.

- inspection of inground sewage systems in subdivisions
- investigation of health hazards in non-packaged foods (restaurants, markets, dairies, supermarkets and similar food premises), or in any processed food produced in the Hamilton-Wentworth region
- milk complaints
- noise pollution (e.g. dogs barking, ventilation noise)
- approval of septic tank installations and other activities
- garbage or debris on private property
- communicable diseases
- any defects in a home or apartment that are detrimental to the health of the tenants or their neighbours, such as defective septic tanks, sewers, plumbing and heating. Health by-law requires landlords to maintain 70 degrees F (21 degrees C) from September 15 to May 31 yearly. This law refers to apartment buildings, licensed lodging homes and private homes where a person is renting.

Area served: Hamilton Wentworth
Accessibility: Not totally. Two of the three levels are accessible to wheelchairs.

Department of Public Health Services
Public Health Nursing **316**

25 Main Street West, 4th Floor
Hamilton, Ontario
L8P 1H1

Hamilton **546-3500**
546-3549
East End **546-3547**
Dundas **628-6325**
Stoney Creek **664-4232**
Hamilton Mountain **546-3588**
Parent Child Info Line **546-3618**

Contact(s): Jane Underwood, Director 546-3516

Description:

The Public Health Nursing (PHN) assists the individual, family and community by counselling, teaching and coordinating community resources. They help people to help themselves achieve and maintain good health, and also provide a Home Visiting Service.

Programs:

- School Health Service
- Hospital and Community Liaison
- Health Promotion 521-4843
- Mental Health Program
- will assess and refer for postpartum depression

Area served: Hamilton Wentworth

Public Health Nursing
Bereavement Program **317**

25 Main Street West, 5th Floor
Hamilton, Ontario
L8P 1H1

546-3547
546-3549

Contact(s): Intake Nurse

Description:

The Hamilton Wentworth bereavement team consists of university prepared public

health nurses and a clinical nurse specialist. They visit bereaved individuals and families who have experienced loss through a still birth, suicide, death of an infant, child, spouse, family member, or significant other. The nurses will counsel at home, visit your club, or school, religious organization, volunteer visiting groups, palliative care teams or other health care teams or agencies.

Area served: Hamilton Wentworth, Stoney Creek, Ancaster, Dundas
Accessibility: N/A
Fees: None

Public Health Nursing
Birth Control Centres **318**

(Stoney Creek) **664-2554**
561-2182
(Dundas) **628-3000**

Contact(s): Jane Underwood, Director 546-3516

Description:

The Public Health Nursing (PHN) assists the individual, family and community by counselling, teaching and coordinating community resources. They help people to help themselves achieve and maintain good health, and also provide a Home Visiting Service.

Area served: Hamilton Wentworth

Public Health Nursing
Family Planning Program **319**

25 Main Street West, 4th Floor **546-3500**
Hamilton, Ontario
L8P 1H1

Description:

The Public Health Nursing (PHN) assists the individual, family and community by counselling, teaching and coordinating community resources. They help people to help themselves achieve and maintain good health, also provide a Home Visiting Service.

Area served: Hamilton Wentworth

Public Health Nursing
Sexually Transmitted Diseases 320

25 Main Street West (VD Hotline) **528-5894**
4th Floor
Hamilton, Ontario
L8P 1H1

Contact(s): Intake Nurse

Description:

Provide information on sexually transmitted diseases. Basically provide confidential telephone counselling and referrals.

Area served: Hamilton Wentworth

Department of Social Services 321
Income Maintenance Division

Ellen Fairclough Building **546-4800**
119 King Street West, 13th floor
Hamilton, Ontario
L8N 3V9

Mail address: P.O. Box 910
Hamilton, Ontario
L8N 3V9

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Michael J. Schuster, Commissioner of Social Services 546-4839
Linda Mooradian, Manager of Accounting and Systems 546-4846

Area served: Hamilton Wentworth

Accessibility: Yes

Income Maintenance Division
Employment Services Unit 322

74 Hughson Street South, 3rd Floor **546-4398**
Hamilton, Ontario
L8N 2A8

Executive(s): Jim Boles, Manager of Employment Services 546-2680
Roger Parker, Supervisor of Employment Support Initiatives 546-4397

Description:

Youth Employment Preparation Project	546-4256
Job Developers	546-4398
Municipal Employment Project	546-2684
Employment Support Initiatives	546-2682

Area served: Hamilton Wentworth
Accessibility: Yes

Income Maintenance Division
Employment Services Unit - Helping Hands **323**

528-8318

Executive(s): Alf Spencer, Director 546-4826

Contact(s): Bonnee Potter, Supervisor 546-2681

Description:

Helping Hands provides home maintenance services in a non-professional way to elderly, physically handicapped and low-income persons living in their own or rented accommodation. This program enables many to remain in their own living environment for as long as possible, thus preventing institutionalization.

Major Services:

Minor household repairs, cleaning, snow shovelling, storm/screen installations, yearly maintenance, emergency grocery shopping, and errands. Can help with packing and unpacking.

Area served: Hamilton Wentworth
Fees: No charge for people on low income and with a minimal amount of liquid assets.

Income Maintenance Division
Employment Services Unit - Work Activity Project **324**

546-2334

Executive(s): James Boles, Manager

Description:

The Work Activity Project is funded by Federal, Provincial and Regional governments and is operated by the Regional Municipality of Hamilton Wentworth, Department of Social Services. Outcomes for participants in the program are employment, training and further education leading to employment.

Major Services:

Work activities, adult basic education and counselling are provided to adults over 16 years of age. A total of 53 participants can be served at one time. Referrals are by appointment with our counsellor and intake is continuous.

Our Adult Basic Education component is funded by the Hamilton Board of Education. Adult Upgrading is provided by the Hamilton Board of Education and volunteers working with individuals who have needs ranging from literacy to high school credits.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Income Maintenance Division
General Welfare Assistance (GWA) **325**

Ellen Fairclough Building **546-4800**
119 King Street West, 13th floor
Hamilton, Ontario
L8N 3V9

Mail address: P.O. Box 910
Hamilton, Ontario
L8N 3V9

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Alf Spencer, Director 546-4827
Bill Hone, Manager Specialty Units 546-4899

Contact(s): Carmen Salciccioli, Manager of Income Maintenance 546-4819

Description:

General Assistance Unit: Phone 546-4800 (money for temporary food and shelter). Clients may phone their social worker between 10:00am and 4:30pm.

Boundaries:

Team #1 546-4810	West from James St. including Town of Dundas Supervisor: Kurt Braun 546-4815
Team #2 546-4820	East of James St. to Wentworth St. Supervisor: David Moore 546-4825
Team #3 546-4830	Includes Wentworth Street to Kenilworth Ave. Supervisor: Pat Hayward 546-4835
Team #4 546-4840	All the mountain to the regional boundaries Supervisor: Jack Brown 546-4845
Team #5 546-4850	Includes Kenilworth Ave. to eastern limits Supervisor: Jim Moffatt 546-4855
Team #6 546-4860	Youth Team - service to clients under age 21 Supervisor: Gary Stefanow 546-4865
Area served:	Hamilton Wentworth
Accessibility:	Yes

Income Maintenance Division

Parental Support Unit **326**

Executive(s): Marilyn MacKay, Supervisor Parental Support and Eligibility Review 546-4890

Description:

- Family Law 546-4890
- Eligibility Review Unit 546-4896

Income Maintenance Division

Special Assistance and Supplementary Aid **327**

546-4883

Executive(s): Lou Agro, Supervisor of Special Income 546-4885
546-4882

Description:

Assistance with dental (extractions, fillings or limited child orthodontry), optical, transportation, insulin, incontinent supplies, etc. Assist own clients, others must

be needs tested.

Area served: Hamilton Wentworth

Department of Social Services
Services for the Elderly Division 328

41 South St. West 546-4857
Dundas, Ontario 628-6359
L9H 4CH FAX 628-8331

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

Macassa Lodge Bob Malloy, Administrator, 575-1500
Wentworth Lodge Judith Evans, Administrator, 628-6359

Community and Residential Services Unit, Outreach Programs
Angelo Rubino, Supervisor, 575-1500

Area served: Hamilton Wentworth
Accessibility: Yes

Macassa Lodge 329

701 Upper Sherman Avenue 575-1500
Hamilton, Ontario
L8V 3M7
Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Bob Malloy, Administrator

Contact(s): Laurie Clements, Director of Nursing
Judy Moskal, Supervisor, Intake and Counselling

Description:

A Municipal Home for the Aged, capacity 265 beds serving both male and female residents.

Major Services:

Services provided for residential care and extended care.

Area served: Hamilton Wentworth
Accessibility: Yes

Macassa Lodge Outreach Program **330**

575-1500
Ext.220

Hours: 8:30 am to 4:00 pm

Contact(s): Angelo Rubino, Supervisor

Description:

An outreach program which offers a Day Centre and Diner's Club, is available to people living on Hamilton Mountain. The Day Centre (for seniors) offers recreational and activity programs, a hot noon-hour meal and transportation to and from the lodge for participants. The Diner's Club allows people in the community (not just seniors) to come to Macassa Lodge Dining Room for a hot meal at 11:30 each morning Monday to Friday. Cost: $3.00.

Area served: Hamilton
Accessibility: Yes

Wentworth Lodge Home For The Aged **331**

41 South Street West **628-6359**
Dundas, Ontario
L9H 4C4

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Peter P. Papp, Director, Services for the Elderly
Judith Evans, Administrator, Wentworth Lodge 628-6359

Contact(s): Stephanie Drury, Intake Counsellor

Description:

The purpose of the organization is to provide a residence for senior citizens who are no longer able to function in the community.

Major Services:

1. 85 beds residential care.
2. 125 beds extended care.
3. Special care wing.
4. 24-hour R.N.nursing services.
5. Provincial and municipal financial subsidies as required.
6. Meals-On-Wheels (upon referral).
7. Recreation and adjuvant services.

8. Income Tax Clinic for seniors

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Per diem

Department of Social Services
Shelter and Housing Services Unit **332**

Ellen Fairclough Building **546-2225**
119 King Street West, 13th Floor
Hamilton, Ontario
L8N 3V9

Mail address: P.O. Box 910
Hamilton, Ontario
L8N 3V9

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Susan Bridgehouse, Manager 546-2220

Contact(s): Betty Lou Purdon, Supervisor 546-4807

Description:

Emergency Hostels, Transitions Homes and Lodging Homes

Area served: Hamilton Wentworth
Accessibility: Yes

Department of Social Services
Social Planning and Policy Development Division **333**

Ellen Fairclough Building **546-4887**
119 King Street West, 12th Floor **TDD 522-1787**
Hamilton, Ontario
L8N 3V9

Executive(s): Norma Walsh, Director 546-4886

Description:

This division deals with social services and planning on behalf of the region, including social service grants, an Advisory Council on the Physically Disabled, and the purchase of counselling services.

Area served: Hamilton Wentworth
Accessibility: Yes

Support Services Division

Homemakers and Nurses Services Subsidy **334**

Ellen Fairclough Building **546-2401**
119 King Street West, 12th Floor
Hamilton, Ontario
L8N 3V9

Executive(s): Leena Kinanen, Director 546-2399

Description:

Day Care Subsidy
Private Home Day Care
Homemaker's Nurse's Services Subsidy
Home Management Unit (budgeting, housekeeping, nutrition)
Red Hill Family Centre 578-0280

Area served: Hamilton Wentworth
Accessibility: Yes

Economic Development Department **335**

1 James Street South, 3rd floor **546-4222**
Hamilton, Ontario
L8P 4R5

Mail address: P.O. Box 910
Hamilton, Ontario
L8N 3V9

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Saad Ghanem, Director

Description:

Main coordinating and administrative office for all business and economic development programs in the Region.

Area served: Hamilton Wentworth
Accessibility: Yes

Economic Development Department
Business Development Services 336

546-4447

Executive(s): Scott Galbraith, Manager

Description:

Business Development Promotion

Major Services:

1. Industrial, Commercial and Services Directory.
2. Community profile brochure.
3. Economic development facts and figures booklet.
4. Assistance to identify commercial, manufacturing facilities and industrial lands.
5. Introduction to key people in community and government.
6. Provide information on Government Economic Development Programs.
7. Provide audiovisual presentations on Hamilton-Wentworth Region.

Area served: Hamilton Wentworth
Accessibility: Yes.

Economic Development Department
Visitors and Convention Services 337

546-4222
Tourism Information Line 522-7772

Executive(s): Gabe Macaluso, Manager

Description:

Major Services:
1. Provides information on rental facilities in the area.
2. Tourism Information Line.
3. Supplies information of events.
4. Gives help to people planning a convention or interested in bringing a convention to Hamilton.

Area served: Hamilton-Wentworth, Ontario
Accessibility: Yes
Fees: None

Visitors and Convention Services

Downtown Tourist Information Centre **338**

127 King Street East **546-2666**
Hamilton, Ontario **546-2667**

Hours: 9:00 am to 6:00 pm Mon - Wed, Sat.,Sun
9:00 am to 8:00 pm Thur., Fri.

Description:

A drop-in tourist information centre for visitors and conventioners in the Hamilton area. Provide brochures on local attractions and events as well as providing Ontario Provincial Government pamphlets and brochures on tourism in Ontario.

Area served: Hamilton Wentworth
Accessibility: Yes

Engineering Department **339**

71 Main Street West **546-4300**
Hamilton, Ontario
L8N 3T4

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Stan Spencer, Commissioner of Engineering Services

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton Region Conservation Authority **340**

Mineral Springs Road **525-2181**
Ancaster, Ontario **648-4427**
L9G 3L3

Mail address: P.O. Box 7099
Ancaster,Ontario
L9G 3L3

Hours: 9:00 am to 5:00 pm weekdays. Conservation areas open every day except Christmas Day.

Executive(s): B. W. Vanderbrug, General Manager
Al Stacey

Contact(s): Joan E. Bell, Director Program Services
Brian Lang (Award Information)

Description:

Established under the Conservation Authorities Act, the Authority provides an extensive Resource Management Program through:

1. The Water and Related Land Management Program
2. The Conservation and Recreation Land Management Program

Major Services:

1. Under the Water and Related Land Management Program: Flood control, valley land and wetland acquisition, conservation services, conservation education, dam and reservoir construction, enforcement of dump and fill regulations, tree planting assistance and dam operation.

2. Under the Conservation and Recreation Land Management Program: Development of 22 conservation areas including Valens, Christie, 50 Point, Dundas Valley etc., and management of Confederation Park.

Also includes historic site development, summer conservation skills camps, and many other recreation services.

Area served: Hamilton
Accessibility: Yes; Valens, Christie, Confederation Park, Felker's Falls and Peter St. Trail
Fees: For entry to some areas, or season pass $50.00.

Hamilton Wentworth Fire Department **341**

55 King William Street
Hamilton, Ontario
L8R 1A2

546-3333
(Fire Prevention) **546-3350**
Emergency **911**

Hours: 24 hours

Executive(s): G. Baker, Chief Regional Fire Coordinator
John F. Fitzpatrick, Deputy Chief
Contact(s): Captain David A. Cossette, Public Relations Officer
Kenneth K. Kiernan, Chief Fire Prevention Officer

Description:

Providing 24 hour fire protection and emergency response services to the City of Hamilton.

1. Fire Prevention Bureau - inspection of all buildings in Hamilton. Homeowners who wish to have their homes inspected for fire safety at no cost.
2. Station tours are available by calling 522-1155 ext.33 (ask for Mountain District Chief)

Area served: Hamilton
Accessibility: Yes

Hamilton Wentworth Regional Police **342**

155 King William Street
Hamilton, Ontario
L8R 1A6

(Administration) **546-4925**
(Emergency) **911**

Mail address: P.O. Box 1060, Station A
Hamilton, Ontario
L8N 4C1

Executive(s): Colin Millar, Chief of Police

Contact(s): George Frid, Deputy Chief, Operations Bureau

Description:

Police and law enforcement agency for the Regional Municipality of Hamilton-Wentworth. It participates in the Crime Stoppers program. If anyone is left homeless by an emergency, such as fire or explosion in the night, the Police Department, through 911 has an emergency program to care for families and individuals. (Accommodation, clothing, food etc.) Regional Police are also responsible for registration of firearms.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton Wentworth Regional Police
Community Services Section **343**

546-4900

Hours: 24 hours
Contact(s): T. Marlor, Inspector

Description:

1. Crime Prevention Branch.
2. Safety Branch.
3. Race and Ethnic Relations.
4. School Crossing Guards.

5. Neighbourhood Watch.
6. Will provide speakers in crime preventions, safety, race and ethnic relations, school crossing guards.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton Wentworth Regional Police
Criminal Investigation Division
Youth Branch **344**

546-4962

Contact(s): Ted Yarmel, Staff Sergeant
Officer in Charge

Description:

This section screens all juvenile offenders reported to the Police and evaluates each case for disposition on the following basis:

1. Police caution and release.
2. Referral to a community agency (including clinics and hospitals).
3. Unified Family Court.

Area served: Hamilton Wentworth
Accessibility: Yes

Planning and Development Department **345**

119 King Street West, 14th floor **546-4101**
Hamilton, Ontario

Mail address: P.O. Box 910
Hamilton,Ontario
L8V 3V9

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): J. Thoms, Commissioner of Planning and Development

Description:

This Department does planning and development for the Region.

Area served: Hamilton Wentworth
Accessibility: Yes

Transportation Department

Canada Coach Lines Ltd. **346**

18 Wentworth Street North **528-4200**
Hamilton, Ontario
L8L 5V1

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): D. Turvey, Commissioner of Transportation

Description:

This Department handles the administration of Canada Coach Lines Ltd.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton Street Railway Company **347**

330 Wentworth Street North **528-4200**
Hamilton, Ontario
L8L 5V1

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): D. Turvey, Commissioner of Transportation

Description:

This Department handles the administration of the Hamilton Street Railway. Arranges bus tours for the Hamilton area.

Complaints: Write to Mr. Stan Thomson, Chief Inspector.

Area served: Hamilton Wentworth
Accessibility: Yes

HAMILTON WENTWORTH ROMAN CATHOLIC SEPARATE SCHOOL BOARD 348

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90 Mulberry Street **525-2930**
Hamilton, Ontario (Extension Education) **577-0555**

Mail address: P.O. Box 2012
Hamilton, Ontario
L8N 3R9

Hours: 8:30 am to 4:30 pm Monday to Friday
9:00 am to 4:00 pm Monday to Friday (Summer)

Executive(s): G. Ponikvar, Director of Education and Secretary-Treasurer
Mr. J. A. Hansen, Superintendent of Supervision and Operations

Description:

Administers elementary and secondary classroom instruction, kindergarten to grade 12, for Catholic children in Hamilton-Wentworth. The Board provides service for children with special needs.

Special Education:

Studies the cause of pupil maladjustment and irregular attendance and, in cooperation with parents and school personnel, aims to bring about the necessary changes in the child, his/her home and his/her school, for the promotion of normal success and adjustment. Provides career planning service.

Area served: Hamilton Wentworth
Accessibility: Yes

HAMILTON WENTWORTH STROKE RECOVERY ASSOCIATION 349

3-500 Upper Wellington Street **385-1639**
Hamilton, Ontario
L9A 3P5

Hours: 10:00 am to 2:00 pm Monday to Friday

Executive(s): Chester Klus, President

Contact(s): Dorothy Hyslop, Coordinator

Description:

The Stroke Recovery Association of Hamilton is run and operated

predominately by those who have suffered strokes, with peripheral support from interested health professionals. Its purpose and aim is to:

(a) Help stroke survivors to return to a full, productive life by means of encouragement, example and friendly contact.
(b) To encourage rehabilitation by providing emotional support to both survivor and family.

Major Services:

1. Recreation
2. Socialization
3. Support
4. Dissemination of information

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

HAMILTON WENTWORTH THIRD SECTOR EMPLOYMENT ENTERPRISES 350

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77 Niagara Street
Hamilton, Ontario
L8L 6A4

528-9664
FAX 528-4600

Hours: 7:30 am to 4:00 pm Monday to Friday

Executive(s): Ron Barker, Executive Director

Description:

To employ young people (16-25 years old) from Social Services who have had a history of unemployment. They have an opportunity to build a good job record before they seek permanent work in the community. The company collects recyclables from industry, business, and residential homes. Employees participate in all phases of the operation. Employees receive assistance in job search techniques and placement into permanent work.

Area served: Hamilton Wentworth

HAMILTON WENTWORTH UNICEF COMMITTEE

United Nations Children's Fund 352

100 James Street South **529-3173**
Hamilton, Ontario
L8P 2Z3

Executive(s): Laura Ludwin, Regional Chair 523-1325
40 Undermount Avenue
Hamilton, Ontario
L8P 3Z6

Contact(s): Janet Buchanan, Office Manager 529-3173

Description:

To promote an awareness of the programs sponsored by UNICEF in third world countries. To educate in the life, culture, and needs of the third world countries aided by UNICEF. To raise funds which will enable UNICEF to carry out its programs in third world countries.

Major Services:

1. Information and resource material on UNICEF made available.
2. Halloween Youth Program - main fund-raising project for schools and other youth organizations.
3. Unicef Greeting Cards Program - mainly sell cards at Christmas time with year-round greeting cards also available - second prominent fund-raising project.

Area served: Hamilton Wentworth
Accessibility: Not accessible by wheelchair

HAMILTON WESLEY HOUSE 353

401-403 King Street West **529-8916**
Hamilton, Ontario
L8P 1B5

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Mrs. Ann Scione, Executive Director

Description:

Hamilton Wesley House provides therapeutic residential care for up to 12 young adults, male and female, in the 15 to 18 age range. These young people are not simply homeless, or too young to tackle life alone, they may have to show that they need intensive help to prepare themselves to live independently or even to live at home.

Major Services:

1). Residential: Hamilton Wesley House's residential program stresses living skills. It includes self care, social skills, help with work/study skills and, just as importantly, recreation. Hopefully the adolescent comes to realize that with care and planning, life can be survived and enjoyed.

Provided are residential programming and therapy approaches that help, or if necessary, push the young person to face present and future realities. We believe that once they have met and coped with such realities, positive identity formation should follow.

2). Adolescent Community Care Program: Hamilton Wesley House provides a program aimed at keeping young people functioning in the community whenever possible. This program is geared towards helping clients establish normal support systems. Graduates from this program, as well as clients from the community, can be referred to the Community Care.

3). Staffing and Resources: Executive Director, Program Director, Program Coordinator, 12 Child and Youth Workers, Community Care Workers, and Support Staff.

- Psychiatric Consultation
- close ongoing liaison with referral sources and other community resources to monitor, not just the progress of individual clients, but also of the programs involved in helping these clients.

Area served: Hamilton Wentworth and Southwestern Region
Accessibility: Not accessible to the physically disabled

HATTS OFF CENTRE 354

12 Hatt Street
Dundas, Ontario
L9H 2E8

628-5669

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Gordon Naylor, Executive Director
Ellen Naylor, Assistant Director

Contact(s): Nicholas Triantafillou, Co-ordinator of Services
Vivianne Sergianidis, Programme Director, Specialized Youth Services

Description:

A privately owned and operated system of treatment and/or residential care. The system includes the following services:

1) Specialized Staff Treatment Home:
   5 beds: latency age boys and teen girls.

2) Specialized Foster Homes and High Level Support Foster Home:
   15 beds: boys and girls 5-18

3) Specialized Youth Services:
   semi-independence living, 5 homes or apartments

4) Specialized Acquired Brain Injury Fostering:
   1 home, 3 beds

5) Specialized Dual Diagnosis Hard to Servce Fostering:
   1 home, 3 beds

6) Specialized Counselling Services:
   Professional counselling and psychological assessments

Area served: Hamilton Wentworth, Halton, Brant, and Toronto
Accessibility: Accessible to the physically disabled
Fees: Contract fee for service. All inquiries welcomed.

HEART AND STROKE FOUNDATION OF ONTARIO 355

19 Albert Street **545-2400**
Hamilton, Ontario
L8M 2Y1

Hours: 8:30 am to 5:00 pm Monday to Friday

Contact(s): Juliette Gillespie, Area Co-ordinator
Maggie McCowell, Assistant Area Co-ordinator

Description:

The mandate of the Heart and Stroke Foundation of Ontario is to raise funds for research and education to reduce death and disability from heart disease and stroke. The fund raising of the two local chapters is from many sources: the annual February "person to person" campaign; Jump Rope for Heart, a children's fitness program; Memorial Gifts, which includes donation cards for special events such as dances, runs, dinners and golf tournaments; Heart Fitness Swim; Dance for Heart; corporate donations; and employee group donations.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

HERITAGE GREEN SENIORS CENTRE 356

351 Isaac Brock Drive **573-3796**
Stoney Creek, Ontario **573-3511**
L8J 1Y1

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Elder Rick Bacchus, President

Contact(s): Ben Hort, Administrator

Description:

Senior citizens' apartments with some apartments for handicapped people, 34-bed

nursing home.

Major Services:

- 110 apartments
- 90 extended care beds

Area served: Stoney Creek
Accessibility: Yes

HOMESTEAD RESIDENTIAL AND SUPPORT SERVICES 357

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326 Locke Street S. **529-0454**
Hamilton, Ontario
L8P 4C6

Mail address: P.O. Box 20058
856 Upper James Street
Hamilton,Ontario
L9C 7M5

Hours: Any time except Sundays.

Contact(s): Rudy and Velva DeVries, House Coordinators

Description:

Operated by the Homestead Residential and Support Services. The Homestead is a Christian group home for young adults between the ages of 18-36, who have emotional or psychiatric difficulties and are unable to live with their families or independently. Coordinators are resource people for 7 coed residents. Residents participate in in-house and community programs in working toward the goals of independent living, further education and/or employment.

Major Services:

Basic life and social skills, recreational activities, money management, spiritual guidance, pre-employment preparation.

Area served: Hamilton Wentworth
Accessibility: Yes

HOPE HAVEN HOMES
FAMILY REHABILITATION CENTRE 358

984 Montclair Avenue **547-1064**
Hamilton, Ontario **547-1815**
L8M 2E6

Executive(s): Winnie Capriotti, Executive Director

Description:

Family Rehabilitation Centre for the abused families of the problem drinker/drugs/and other.

Major Services:

1. Accommodation up to six weeks.
2. Drop-In Centre.
3. Child Development: daily children's program
4. Emergency clothing if necessary.
5. Early morning physical exercise.
6. Group sessions for women and men and counselling for all family members through Family Binders Personal Rehabilitation Program.
7. Regular meals and coffee.
8. Homemaking skills.
9. Lay advocacy on behalf of the residents at Unified Family Court, Legal Aid, Lawyers, Doctors, Children's Aid, Housing Searches.
10. Babysitting while mothers contact different agencies.
11. Transportation of small children to school if necessary.
12. Referral to community resources.
13. Pastoral care upon request.
14. Non-denominational.
15. Crafts.
16. Family Binders Situation Awareness Programs:

a) S.A.P.W. Personal rehabilitation program for women.
b) S.A.P.M. Personal rehabilitation program for men.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Discretionary

HOUSING HELP CENTRE FOR HAMILTON WENTWORTH

359

135 Rebecca Street
Hamilton, Ontario
L8R 1B9

528-0221

Hours: 10:00 am to 4:30 pm Monday, Tuesday, Thursday, Friday
10:00 am to 7:00 pm Wednesday
or by appointment

Executive(s): Walter Mulkewich, Executive Director

Description:

This is a community centre staffed by community workers providing practical assistance to persons with low incomes or special needs who are homeless or in danger of being homeless and who are looking for affordable housing. The Housing Help Centre will also document the need for affordable housing, analyse the effectiveness of existing housing programs, and lobby for changes in housing policies and programs which would improve our ability to address the current housing crisis. The Centre provides:

- daily listings of available housing units
- listings of public, non-profit and cooperative housing programs
- application forms for assisted housing
- information on programs of interest to landlords and tenants
- a housing search work area with phones
- a free listing service (FLS), for landlords and property managers to list vacant rooms, apartments and homes
- advocacy on behalf of individuals in relation to their housing needs
- emergency shelter information

Area Served: Hamilton Wentworth
Accessibility: Yes
Fee: None

HUNTINGTON SOCIETY OF CANADA - HAMILTON AND DISTRICT CHAPTER 360

1-519-622-1002

Mail address: National Office
P.O. Box 333
Cambridge, Ontario
N1R 5T8

Executive(s): Ralph Walker, Executive Director
Gordon Hazzard, National Treasurer 637-2016
352 Beaver Street
Burlington, Ontario

Contact(s): Alice DeKleyn (H)528-6549
(evenings after 6:00pm)

Description:

Huntington's Disease is a hereditary and incurable neurological disease. Huntington Society of Canada aims to promote research, provide information to families and professionals, and help affected families find the help they need.

Major Services:

Chapter meetings held for the exchange of information between patients and families.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $15.00/year (optional)

INDUSTRY-EDUCATION COUNCIL (HAMILTON-WENTWORTH) 361

Mohawk/McMaster Education **529-4483**
Information Centre
55 York Boulevard, 2nd Floor
Hamilton, Ontario
L8R 1R4

Mail address: P.O. Box 745, Station A
Hamilton, Ontario
L8N 3M8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Allan Greenleaf, President
Bob Philip, Executive Director

Description:

To provide linkages between the world of work and the world of education.

Major Services:

1. Teacher Career Awareness Workshops
2. Student Marketing Conference
3. Student Career Awareness Seminars
4. Community Career Symposium
5. Career Resource Directory/Centre
6. Job Search Handbook
7. Partners in Education Project "Adopt-a-School"
8. Handicapped Adolescent Project "Operation Employability"
9. Teacher Work Experience Program

Area served: Hamilton Wentworth
Accessibility: Yes

INFORMATION BURLINGTON 362

2331 New Street 639-4212
Burlington, Ontario
L7R 1J4

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Nancy Kelly, Manager

Description:

Information Burlington is a central information and referral service whose purpose is to provide free information on community services, facilities and resources for the people of Burlington.

Major Services:

Up-to-date and accurate informaton is provided through telephone and walk-in service, in a personal and friendly manner. Directories for Clubs and Organizations, Service Clubs, Day Care Facilities, Education Guide, Sports Clubs mailing list and Church list, prepared as resources, are on sale to the public.

Area served: Burlington
Accessibility: Yes

INFORMATION FLAMBOROUGH 363

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315 Dundas Street East **689-7880**
Waterdown, Ontario

LOR 2H0

Mail address: P.O. Box 240
Waterdown, Ontario
L0R 2H0

Hours: 9:30 am to 3:30 pm Monday to Friday

Executive(s): Diane Beattie, Executive Director
Christopher J. Vais, Chairperson of the Board

Contact(s): Colleen Haylock, Office Co-ordinator

Description:

This volunteer information and referral service provides free information on community services, resources, organizations and business to the residents of the Town of Flamborough.

Major Services:

Information and referral, preparation of Clubs and Organizations lists for Community Services brochure, monthly column in local newspaper, pamphlets and booklets on a wide variety of subjects available.

Legal Aid Duty Counsel Clinic, Wednesday 7 pm to 9 pm. No appointment necessary.

Y.E.S. - Summer Youth Employment Services - 689-6388

Area served: Flamborough
Accessibility: No

INTERFAITH COUNCIL FOR REFUGEES IMMIGRATION AND HUMAN RIGHTS 364

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c/o Roman Catholic Diocese of Hamilton **528-1161**
700 King Street West **528-7938**
Hamilton, Ontario
L8P 1C7

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Leonor Sorger, Executive Director

Description:

To encourage sponsorship of refugees; to assist both government and privately sponsored refugees; to advocate refugee policy for all refugees; and work with refugee claimants from all nations.

Major services:

Help with orientation and settlement of refugees. Specially trained interpreters in Chinese, Vietnamese, Laotian, Cambodian, French, Spanish, etc. offer their services on a voluntary basis. Also, income tax clinics, employment and tutors for English language instruction are offered. National and international networks.

There is a newsletter for sponsors and the community and a special one for the newcomers as needed.

Area served: Hamilton Wentworth and Diocese of Hamilton
Accessibility: Yes

Operation Lifeline 365

252 James Street North **523-4031**
(Christ's Church Cathedral)
Hamilton, Ontario
L8R 2L3

Hours: 9:00 am to 4:30 pm Monday to Friday

Description:

An organization encompassing churches, temples and synogogues, as well as the community. "Open House at the Cathedral" every Wednesday from 9:00 am to 9:00 pm. A meeting place for Canadians and ethnic groups.

Area served: Hamilton Wentworth
Accessibility: Yes

INTERVAL HOUSE OF HAMILTON WENTWORTH 366

1760 King Street East
Hamilton, Ontario
L8K 1V7

Wife Assault Helpline **547-8484**
Business Line **547-8485**

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Gwen Davidson, Executive Director

Description:

A transition house specifically for battered women and their children operating on a 24 hour basis. 7 days a week. All services are confidential.

Major Services:

1. Safe emergency shelter, 24 hour a day, 7 days a week, including all meals, emergency clothing and personal needs.

2. 24-hour crisis telephone line, providing crisis counselling for non-residents and ex-residents. Interval House pays for long distance crisis calls.

3. Free emergency transportation by taxi to Interval House for abused women and their children.

4. Counselling services: one-to-one and group counselling for residents, with follow-up support for ex-residents. Counselling services for non residents on a one-to-one basis.

5. Child care program: Interval House offers both in-house recreational and therapeutic intervention for victims of domestic violence against women.

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6. Court Advocate Program: for residents only, to assist them with criminal law and family law matters.

Information and advocacy on legal rights, employment, housing and education. Provision of some interpretive services for non-English speaking residents. Professional staff with a wide range of expertise including social worker and child care disciplines. Referral service: Interval House works closely with a network of community agencies and helping professionals, public and professional education. Also provides speakers to schools, professional agencies, churches and community groups, to speak on Interval House and on violence against women. To arrange for a speaker, call the above number. In-service training for professionals is also available.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

JEWISH COMMUNITY CENTRE OF HAMILTON WENTWORTH AND AREA 367

1030 Lower Lions Club Road **648-0605**
Ancaster, Ontario
L9G 3N6

Hours: 8:00 am to 11:00 pm Monday to Thursday
8:00 am to 4:00 pm Friday
9:00 am to 9:00 pm Sunday

Executive(s): Sandy Silver, President

Description:

To provide recreational and cultural programs to further the personal development of people of all ages, serve teenagers, college youth, and the entire community; strengthen Jewish identity and positively affect Jewish survival, heighten civic responsibility.

Major Services:

1. Early childhood education for ages 3 years to 5 years. Operates in Hamilton from Fairview School, nursery school and mother/child programs.
2. Sunday - Friday: a wide range of activities for children, teens, adults and senior adults.

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3. Community-wide programs and activities.
4. Physical education, squash, tennis, cultural activities, softball league, day camp, folk dancing, ceramics and sculpture classes.
5. Serves as a home base for: Hamilton Jewish Federation, Jewish Social Services.

Area served: Hamilton Wentworth
Accessibility: No

JEWISH SOCIAL SERVICES 368

Fairview School **527-8444**
150 Lower Horning St.
Hamilton, Ontario
L8S 4P2

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Carol Krames, Director

Contact(s): Jack Oknianski, Caseworker
Beatrice Matchen, Caseworker

Description:

Casework, information, resettlement of newcomers to Hamilton.

Programs for Seniors:

- sheltered workshop
- home visiting
- arts and crafts
- holiday celebration trips
- sing a long
- Wednesday luncheon

Area served: Hamilton Wentworth
Accessibility: Yes

JOHN HOWARD SOCIETY OF HAMILTON WENTWORTH AND DISTRICT

369

128 Hughson Street North
Hamilton, Ontario
L8R 1G6

523-7460

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Duncan Gillespie, Executive Director
David Lane, President

Description:

Direct service to individuals or their families who are involved in the Criminal Justice System.

Major Services:

1. Parole Program provides supervision of Federal releases and release assessments through a contract with Correctional Services of Canada.

2. Bail Program
   a) Verification provides assessment and verification of potential clients in provincial court lock-up awaiting bail hearings.
   b) Supervision provides counselling (support) after client is released from custody. Intervention is ongoing until court matters are effectively terminated.

3. Community Options Program is for youths 12-15 years old who are in conflict with the law. Avenues of referral are as a condition of probation or to the Alternative Measures Program. Restitution and community service work are important components of the program. Community service work placements are negotiated by a community option caseworker with various non-profit organizations. The Crime Prevention Program; another component of the Community Options teaches youths about the effects of their crimes, as well as their responsibility for the consequences. During the program youths discuss self-esteem concepts, conflict resolutions, responsibility, decision making and the law. Youths are ordered to attend the program as a condition of Probation or as the result of a referral to Alternative Measures.

   Alternative Measures is a post-charge, pre-trial program for first or second time young offenders. The accused complete appropriate sanctions

decided by a team and if done so successfully, the charges may be withdrawn.

4. Community Education Program provides varied presentations aimed at educating the public and professional communities about issues concerning the criminal justice system; staff and audio visual aids are available for speaking engagements and schools in the community.

5. Family Support Program provides intensive therapeutic groups, individual and family counselling are available to families with a member incarcerated or one who is exhibiting disruptive behaviour, and who may come into conflict with the law. Subsidized bi-monthly transportation to Federal Institutions is also provided in addition to support, advocacy and referrals through the Court Outreach Program located at the Provincial Court building as well as a self help group.

6. Community Services Program
   a) Intake provides direct services to adult males who have been involved in the criminal justice system. Assistance is offered in the areas of housing and employment. Counselling, support and referrals are available to individuals seeking to stabilize or make changes in their lives.

   b) Institutional visits respond to requests for information and assistance by inmates at the Hamilton-Wentworth Detention Centre.

7. Rise Up Program is a summer outreach program for children between the ages of 8-11, emphasizing life skills, self-awareness and crime prevention.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Stoney Creek Office **370**

33 King Street East, 2nd Flr. **664-7400**
Stoney Creek, Ontario
L8G 1J9

Description:

Major Services:

1. Choices Program is a voluntary crime prevention program for 9-11 and 12-15 year olds emphasizing self-esteem, values, decision making and peer pressure. Resource person available to the schools in the area.
2. Employment Experience Program provides learning and employment experience for 14-17 year olds who are recent or potential early school leavers.

JUNIOR ACHIEVEMENT 371

48 Ferguson Avenue South
Hamilton, Ontario
L8N 2M5

525-5343
525-5385
FAX 525-9755

Hours: 9:00 am to 5:00 pm Monday to Friday (office)
6:00 pm to 9:30 pm Monday to Wednesday (business centre)

Executive(s): Carol Houslander, Executive Director

Description:

Junior Achievement is a non-profit organization funded solely by Hamilton and area businesses. It is designed to provide high school students with an insight into the business world through the operation of their own companies. Advisors to the young business people, volunteers from sponsoring companies, are experts in the various aspects of management, sales, production, personnel, and accurate record keeping. These people guide the students through all phases in the life of a business, from selling stock to liquidation. The program starts in October and continues through until May, one night a week for two and one-half hours.

Project Business:
In-class business education program for grade 8 students. Business people share their knowledge with students.

Business Basics:
In-class business education program for grade 5 and 6 students. Business people and graduate participants of the high school program share their knowledge with students. Classes are held at the above address.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

JUNIOR LEAGUE OF HAMILTON/BURLINGTON 372

180 George Street
Hamilton, Ontario
L8P 1E8

529-1707

Hours: 1:00pm-4:30pm Tuesday, Wednesday and Thursday

Executive(s): June Wright, President
Maureen Charlton, 1st Vice President

Description:

To provide education and training to young women and to provide volunteer service in the community.

Educational and charitable; to promote volunteerism; to develop the potential of its members for voluntary participation in community affairs and to demonstrate the effectiveness of trained volunteers.

Area served: Hamilton and Halton
Accessibility: Accessible by wheelchair

JUVENILE DIABETES FOUNDATION - CANADA 373

3040 New Street (24 hour service) **333-4660**
Burlington, Ontario
L7N 1M5

Hours: 9:00 am to 12:00 am Monday to Friday

Executive(s): Glynn Kindelan, President

Contact(s): Anne or Steve Martin,
Regional Contacts 336-5949

Description:
The Juvenile Diabetes Foundation is an international, non-profit, volunteer organization, formed to raise funds to support medical research in diabetes to determine the cause, to arrest the complications, and above all, to find a cure for diabetes. Juvenile Diabetes (insulin dependent) the most severe form of diabetes can appear at any age, most commonly from infancy to the late thirties. Insulin controls the condition; it does not cure it!

Major Services:

Fund raising and educational supports. Membership includes newsletters and information on the promising research projects and aids to diabetics and families.

Area served: Burlington and Hamilton
Accessibility: Not accessible by wheelchair
Fees: $20.00 and up for annual family membership

KIDNEY FOUNDATION OF CANADA, HAMILTON AND DISTRICT CHAPTER 374

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688 Queensdale Avenue East **574-5222**
2nd floor
Hamilton, Ontario
L8V 1M1

Mail address: P.O. Box 489
Hamilton, Ontario
L8N 3H8

Hours: 8:30 am to 4:00 pm Monday to Friday

Executive(s): Ron Cupido, President

Contact(s): Wendy Kennelly, Executive Director

Description:

To raise funds for kidney research, patient services and for education of the public and professionals regarding kidney disease. Currently three wheelchairs are available for loan to patients in need. One is electric. Equipment is available on a first come, first served basis, and must be returned when it is no longer needed.

Area served: Hamilton-Wentworth, County of Brant and Haldimand-Norfolk, Burlington, Niagara (to Grimsby)
Accessibility: Yes
Fees: Membership: $5.00 per person, $10.00 per family

L'ARCHE HAMILTON 375

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115 London Street South, Room 11 **544-5401**
Hamilton, Ontario
L8K 2G6

Executive(s): Jo Ann Giesler, Director

Description:

L'Arche Hamilton provides community residences for mentally handicapped adults.

Major Services:
Residential service for mentally handicapped adults.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Approximately $800 per month

LAW SOCIETY OF UPPER CANADA

Dial-A-Law **376**

1-800-387-2920
Toronto: 1-416-947-3333

Hours:
9:00 am to 5:00 pm Monday to Friday with rotary phone or to speak with a Dial-a-Law operator.
24 hours per day with touch-tone phone.

Contact(s): Theresa Starkes, Manager 1-416-947-3335

Description:

Telephone service offering free taped legal information on a variety of topics under twelve major areas of law including family law, criminal law, wills and estates, consumer law, employment law, worker's compensation, real estate law, immigration law, lawyers and the justice system, juveniles and landlord/tenant law.

Area served: Ontario
Fees: None

Lawyer Referral Service **377**

206-204 Richmond Street West
Toronto, Ontario
M5V 1V6

1-800-268-8326
Toronto: 1-416-947-3330
TTY-TDD 1-416-971-4294

Hours: 9:00 am to 5:00 pm Monday to Friday

Description:

To assist people in selecting a lawyer in the area of law in which they are interested and in their own geographic location.

Major Service:

A referral service. Fourteen different areas of law categorized: criminal, civil court practices; family; real estate; business law; landlord and tenant; estates, wills and trust; tax; debtor and creditor rights; labour relations; patents, trademarks and copyrights; immigration law; administrative; air and marine. There is a list available of the various languages that lawyers speak. Also, French speaking operator available.

Area served: Ontario

Fees: Lawyers on the Lawyer Referral list will provide a FREE one-half hour consultation. After that time, the lawyers' regular fees apply.

LEARNING DISABILITIES ASSOCIATION OF HAMILTON-WENTWORTH 378

Resource Room **523-1332**
c/o Fairview School
150 Lower Horning Road
Hamilton, Ontario
L8S 4P2

Hours: 9:30 am to 4:00 pm Tuesday, Wednesday, and Thursday

Executive(s): Sylvia Trott, President 545-1964

Description:

To further the educational, recreational, social and employment opportunities for the learning disabled. To provide guidance to parents and to assist them in understanding and coping with the problems of their learning-disabled children, and to help them obtain appropriate assistance. Major services include:

A Resource Library of books, pamphlets, films and a list of community resources

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for parents, teachers and including books for children. Meetings and workshops to provide information to parents, teachers, professionals, and students working in the field of learning disabilities. Recreation programs for children include Gym and Swim Program at McMaster University, adolescent program (McMaster University) and Learning Disabled Adult support group.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $25.00/yearly

LEMAN BROTHERS MUSCULAR DYSTROPHY FOUNDATION 379

Mail address: P.O. Box 3966, Station C
Hamilton, Ontario
L8H 7P2

Hours: 24 hour answering machine

Executive(s): Iona Blair, President 578-1406

Contact(s): Dena Gorst 388-3680

Description:

Provide patient services and research funding. A funds allocation committee meets with MD patients and their families to discuss and provide any type of funding for wheelchairs, ramps, van lifts, etc. Can also provide further information or contacts from the national office in Toronto.

Area served: Hamilton and surrounding areas.

LUNG ASSOCIATION - HAMILTON WENTWORTH 380

101-131 John Street South **527-5864**
Hamilton, Ontario
L8N 2C3

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): C. Pengelly, Executive Director

Description:

The Lung Association - Hamilton Wentworth assists in the detection, prevention and control of all respiratory diseases. The Association promotes good respiratory health nationally, provincially, and in the Hamilton Wentworth region. Through donations received from Christmas Seals, many research and community education programs into respiratory diseases are funded.

Major Services:

1. Broncho Busters; a self-help program designed for people with lung and chest problems, their families and friends. The club's purpose is to provide individuals with a social and educational experience in a smoke-free community setting.

2. Broncho Buster Exercise Program for people with severe lung and chest problems. Participants are helped to maintain maximum physical performance through regular exercise classes.

3. Air Force Asthma Community Program - for asthmatic children (6-12 yrs.) and their parents. This program offers both children and parents practical learning experiences to enable them to deal more effectively with their condition.

4. Family Asthma School Program - for asthmatic children (5-12 yrs.), parents and teachers. This educational program offered to schools for asthmatic children helps teach self-management skills, so that the child fully understands asthma, how to control it and what to do if an attack occurs. Parents and teachers learn about asthma and how to cope with the child with this condition.

5. Smoking Cessation Programs -"Countdown"- A program to help people stop smoking. The program helps participants understand their habit, prepares them for expected reactions during the withdrawal and teaches alternate methods of coping during this period to reach success.

6. Smoking Awareness Programs - varied presentations using bio-monitoring equipment and audio-visual aids emphasize the implications of tobacco use for the smoker as well as the non-smoker. Presentations are geared to audience requirements.

7. Smoking Prevention school programs are aimed at instilling the concept of a healthy lifestyle in students, kindergarten to grade eight. Programs are geared to fit the particular objectives of the teacher.

Volunteers are important to the organization, as it relies upon them to help in a

broad range of activities.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled.

LYNWOOD HALL CHILDREN'S CENTRE 381

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526 Upper Paradise Road **389-1361**
Hamilton, Ontario
L9C 5E3

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Alex Thomson, Executive Director
Larry Culver, President

Description:

Lynwood Hall Children's Centre is a Children's Mental Health Centre. It offers services to emotionally and behaviourally disturbed male and female children between 6 and 14 years of age and their families who reside in the greater Hamilton-Wentworth area.

Major Services:

1. Residential:
A structured live-in treatment milieu for 16 children offered on either a 5-day or 7-day per week basis. A 6-week inpatient assessment is available as well.

2) Non-Residential

a) Day Treatment - School Program: a service which emphasizes remediation in specific behavioural, emotional and academic problems. The program is staffed by trained child care workers, special education teachers and social workers. Emphasis is placed on reintegration of children to their community school settings. There area 24 spots available, 16 on campus and 8 located in a community school.

(b) Day Treatment - Community Family Services: a service that is staffed by a trained family worker who works with children and families experiencing difficulty in maintaining their child in the regular school system. They will see families in their home when that is most convenient. There are 10 spots available.

(c) Day Treatment - Summer Program: an activity-oriented day program staffed by trained child care workers, Monday to Friday, during the months of July and August.

Area served: Hamilton Wentworth

McMASTER UNIVERSITY 382

1280 Main Street West
Hamilton, Ontario
L8S 4L8

525-9140
Community Information **Ext.3659**

Description:

With more than 12,000 full-time and 6,000 part-time students, and more than 3,000 faculty and staff, McMaster is one of the top six Canadian research institutions in terms of research funding. Six faculties: business, engineering, health sciences, humanities, science and social sciences.

The University offers certificate programs and short courses and workshops through the McMaster Centre for Continuing Education. The Centre offers courses in the Liberal Arts, language studies, and pre-university bridging courses, as well as special studies, lectures and workshops. External Certificates are offered in conjunction with institutes and associations. McMaster Professional Certificates are also available. Some certificates may be obtained by correspondence. For complete information on these programs contact The Centre for Continuing Education, Commons Building, Room 116. Telephone: 525-9140, ext. 4321.

The Admissions and Liaison Office, located in Gilmour Hall, Room 120, provides information and counselling for those interested in full-time undergraduate study at the University. Please call 525-9140, ext. 4798

Information regarding part-time day, evening, weekend and/or summer degree study, on- or off-campus, may be obtained by visiting the office of Part-Time Degree Studies, Gilmour Hall, Room 103. Telephone: 525-9140, ext. 4324.

Services and Facilities at McMaster University include:

1. Conference Office (McMaster Health Sciences Centre): Arrangements for conferences using the Centre's facilities, room bookings and guided tours of the building itself can be made through this office. Telephone: 525-9140, ext. 2182, 2382, and 2349.

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2. Conferences Services: The University Conference Services office provides a variety of meeting facilities and can house up to 1750 delegates in student residences from May until mid-August. For reasonable rates, the office can provide conference requirements including residential, dining and recreation for all types of on- or off-campus organizations. It is possible to arrange small conferences during academic terms but residences are not available at those times. Telephone: 525-9140, ext.4781. Fax: 416-529-3319

3. Faculty of Health Sciences Information: Enquiries about Faculty of Health Sciences activities may be directed to the Public Relations and Development Office in the Health Sciences Centre, Room 2E4. Telephone: 525-9140, ext. 2169.

4. Libraries: Three main libraries: Mills Memorial, with collections in the Humanities and Social Sciences; H. G. Thode Science and Engineering; and Health Sciences, provide access to knowledge on a vast scale, principally for the pursuit of studies and research among students and faculty. Adult members of the community are welcome to consult the library's collections. For library hours, call 525-9140, Mills ext. 2533, Thode ext.4256 and Health Sciences ext. 2323.

5. Research: The Office of Research Services is the link between community organizations and/or industry and university resources and facilities. Specialized research assistance is available on a contractual basis. Telephone: 525-9140, ext.4740.

6. School of Physical Education and Athletics: McMaster's extensive Physical Education and Athletic facilities may be used at certain times of the year by outside agencies and groups. There is also a variety of recreational sports and fitness programs for children and adults. Enquiries should be made through the school. Telephone: 525-9140, ext. 3400.

Area served: Open
Accessibility: Yes

McMaster Students Union Incorporated **383**

McMaster University **528-9887**
Hamilton Hall, 2nd Floor
Hamilton, Ontario
L8S 4K1

Area served: Hamilton Wentworth
Accessibility: Yes

McMaster Students Union Incorporated

Duty Counsel **384**

McMaster University **528-9887**
Hamilton Hall, 2nd Floor **528-9127**
Room 208
Hamilton, Ontario
L8S 4K1

Hours: 7:30 to 9:30 pm Wednesdays

Description:

Clinic provides free legal advice in the evening. Operates on a first-come, first-served basis.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

McMaster Student's Union Incorporated

Sexual Education Centre **385**

McMaster University **525-9140**
Hamilton Hall, 2nd Floor **Ext.2041**
Hamilton, Ontario
L8S 4K1

Hours: 11:00 am to 6:00 pm Monday to Friday
7:00 pm to 9:00 pm Wednesday.

Description:

Sponsored by the McMaster Student Union and run by student volunteers. Open to people both on and off campus. The Centre offers peer counselling, pamphlets, referrals, and information on birth control, sexually transmitted diseases, abortions, relationships, and pregnancy.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

McMaster University Art Gallery **386**

1280 Main Street West **525-9140**
Hamilton, Ontario **Ext.3081**
L8S 4L8

Hours: September - May:
Tuesday - Friday 10 am to 5 pm
Tuesday - 7 pm to 9 pm
Sunday - 1 pm to 5 pm

June - August:
Monday - Friday 12 pm to 5 pm

Description:

The gallery offers a regular ongoing schedule of exhibitions both from McMaster's permanent art collection and other external exhibitions. The University collection is considered to be one of the finest university collections in Canada, containing European, Canadian, and American works.

Area served: Open
Accessibility: Yes

Small Business Advisory Unit **387**

1280 Main Street West **525-9140**
Hamilton, Ontario **Ext. 2060**
L8S 4L8

Description:

Graduate students in the Master of Business Administration Program provide assistance to small businesses in these areas: accounting, marketing, finance, management science, and organizational behaviour, also drawing on the resources of the Faculty teaching staff, library, and computer services.

Fees: Reasonable

Urban Documentation Centre **388**

1280 Main Street West **525-9140**
Hamilton, Ontario **Ext. 4745**
L8S 4L8

Description:

The Centre is open to all members of the Hamilton and District community and is a specialized library collecting material on urban and regional affairs. Urbanization, regional development, urban social problems, planning, transportation, economics, housing research, and environmental concerns are matters dealt with in the collected materials.

360-A Queenston Road
Hamilton, Ontario
L8K 1H9

545-0442

Hours: 9:00 am to 5:00 pm Monday, Tuesday, and Friday
1:00 pm to 5:00 pm Thursday
9:00 am to 8:00 pm Wednesday (evenings by appointment only)

Executive(s): Peter Cassidy, Executive Director
Denise Giroux, Senior Staff Lawyer

Contact(s): Dennis Mascotto, Community Development Consultant

Description:

To provide legal information, advice and advocacy to the community.

Major Services:

1. Confidential legal information is provided over the phone and by personal interview in the following areas of law:
   a) Landlord and Tenant/Rent Review
   b) Consumer Protection/Debt and Credit
   c) Welfare/Family Benefits
   d) Unemployment Insurance
   e) Workers' Compensation
   f) Pensions
   g) Human Rights
2. Legal representation in the above areas of law is provided to individuals and groups living in Hamilton Wentworth who meet our financial eligibility requirements.
3. Legal education programs are provided upon request to groups interested in learning more about a particular area of law.
4. In addition to our legal component, our Community Development Consultant provides groups with organizing expertise and resources and assists with community projects.
5. Referrals to other services in the community are made when necessary.

Area served: Hamilton Wentworth
Accessibility: Yes, via rear entrance

Fees: Although legal services are free to all those who meet the financial eligibility requirements, clients may be responsible for legal disbursements as necessary ie. court costs, retaining expert witnesses, and filing of documents.

MEALS ON WHEELS DUNDAS 390

Executive(s): Mrs. Heaslip, Supervisor 628-8835
Mrs. Edwards, Assistant Supervisor 628-6561

Description:

We service the clients with meals in their own home or apartment.

Area served: Dundas
Fees: $3.50 per meal

MILLGROVE MEALS ON WHEELS 391

Mail Address: RR.2
Waterdown, Ontario
L0R 2H2

Contact(s): Betty Bethune, Meals Co-ordinator 689-7228
Elsie Ofield, Driver Co-ordinator 689-5777

Description:

The purpose of this program is to provide nutritious meals to anyone in Millgrove and area who, for any reason, may be unable to provide meals for himself or herself.

Major Services:

Meals are prepared at a restaurant in Millgrove area, placed in disposable containers, delivered at noon Monday to Friday by volunteer drivers from the community, and consist of soup, meat, one vegetable, potatoes, bread, and dessert. Arrangements can be made for fewer than five meals per week, and may also be provided on a temporary basis. Payment for meals is to be made every

Monday for the meals provided during the previous week. Recipients are to call in by 10:00 am if they do not wish a meal that day.

Area served: Millgrove, Greensville, Rock Chapel, West Flamborough Concession 7 (Safari Road) to the north, Highway 6 to the east, the escarpment brow to the south, the Middletown Road to the west.

Fees: $4.00 per meal

MISSION SERVICES OF HAMILTON 392

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50 Murray Street West **528-4211**
Hamilton, Ontario
L8L 1B3

Mail address: P.O. Box 368
Hamilton, Ontario
L8N 3C8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Alan Adams, Executive Director

Description:

The Mission is a non-denominational and evangelical religious non-profit corporation.

Area served: Hamilton Wentworth
Accessibility: Yes

Inasmuch House for Women in Crisis 393

126 Emerald Street South Business Line **529-8149**
Hamilton, Ontario Abuse Line **529-8600**
L8N 2V5

Hours: Open 24 hours

Executive(s): Luccillie Kellar, Director

Description:

An emergency family shelter specializing in the care of victims of domestic

violence, but offering to some single women or mothers with children, shelter and guidance in other emergencies. Specializing in family care, there are restrictions on those having alcohol or emotional problems. Self-referrals must be over 16 years of age with minor children accepted only by special arrangement. No restrictions in regards to race, creed, or background. Full 24-hour supervision. Short-term residence. Donations are accepted Monday to Friday 8 am to 4 pm.

Area served: Hamilton Wentworth and surrounding 30 mile area
Accessibility: Not accessible to the physically disabled

Men's Residence and Rehabilitation Centre **394**

325 James Street North **528-7635**
Hamilton, Ontario **528-2327**
L8L 1H3

Hours: 24 hours a day

Description:

Formerly known as Harbour Rescue Mission. Programs available to adult men experiencing a crisis in housing, clothing, food, finances, and personal well being.

1). "Crisis Care Program" - short term emergency, can be extended.
2). "Personal Development Program" - available by agency or self referral. An individual program where attention is given to upgrade personal appearance, health, attitude and motivation and prepare for fuller social and vocational life, available in 3 month modules, renewable. Spiritual guidance always available.

Services available 24 hours a day.

Area served: Hamilton Wentworth

Mission Services Help Centre **395**

278 Kenilworth Ave. North **544-3700**
Hamilton, Ontario
L8N 3C8

Executive(s): Marty Karl, Director

Description:

Provisions for families and individuals in need of furniture, food, clothing, and

household items. Money management and spiritual counselling available. Please call the above number for an appointment for receiving material help or counselling. Also two thrift stores which sell items ranging from dishware, clothing, and household goods to furniture. Stores located at 278 Kenilworth Ave. N. (at Barton) and 236 Locke Street South. Provide a pick-up service for unwanted furniture, clothing and miscellaneous items that are still in a useable condition.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Marty Karl Centre for Personal Development **396**

50 Murray Street West **528-4211**
Hamilton, Ontario
L8L 1B3

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Mike Buckley, Director

Description:

A vocationally-based community psycho-social rehabilitation program for adults unable to obtain or keep employment. Of special interest: post-psychiatric, socially limited and brain damaged adults. Group therapy and individual counselling, plus conference-type comprehensive planning with the individual and significant others. Community placements. Self and agency referrals welcomed.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

MOHAWK COLLEGE OF APPLIED ARTS AND TECHNOLOGY

Fennell Campus **397**

Fennell Ave. & West 5th **575-1212**
Hamilton, Ontario
L8N 3T2

Mail address: P.O. Box 2034
Hamilton, Ontario
L8N 3T2

Executive(s): Keith McIntyre, President
Robert W. Kennedy, Chair of the Board of Governors

Description:

Mohawk College offers post-secondary and adult education programs that are relevant to the needs of the industrial and social community that surrounds it. It also offers courses of interest to New Canadians.

Major Services:

The faculties of the College are:

The Faculty of Business and Communications
The Faculty of Engineering and Health Technology
The Faculty of Community Studies and Health Care
The Faculty of Brant Campuses
The Faculty of Continuing Education
The Faculty of Skills Development

Procedure for College Admission:
Information and/or application forms for full-time post-secondary programs, for mature students who have been in the work force for a number of years may be obtained from the Registrar's office at Fennell Campus. Phone: 575-2000.

Facilities:
The College Theatre, cafeteria, gymnasium, and other facilities are available for use by interested groups in the community. Contact Mrs. Laura McFadden 575-2221.

Continuing Education Department:
All enquiries should be directed to the Continuing Education Department at the Fennell Campus.

Office hours: 8:30 am to 8:00 pm Monday to Thursday
8:30 am to 4:00 pm Friday
8:30 am to 4:30 pm June and July

Full-Time Retraining Program:
The opportunity is now available for adults to complete their education or upgrade their employment skills through the College so that they may be in a more competitive position when seeking employment.

They periodically offer Assertiveness Training Courses.

Chedoke Campus
Chedoke Health Sciences Education Centre **398**

Sanatorium Road **575-1515**
Hamilton, Ontario
L8N 3Z5

Accessibility: Yes

Wentworth Campus
Contract Training Services Division
Construction Trades Training Program **399**

196 Wentworth Street North **575-2310**
Hamilton, Ontario Saltfleet Campus **662-3700**
L8L 5V7

Description:

Mohawk College in co-operation with the Hamilton and District Home Builders Association and Employment and Immigration Canada, is co-ordinating this program. The program encompasses the occupations Frame Carpentry and Exterior Cladding (siding) Application, under the Job Entry classification of the Canadian Jobs Strategy.

Area served: Hamilton Wentworth and area

Hospitality Employment Program **400**

c/o YMCA **521-9993**
213-75 MacNab Street South
Hamilton, Ontario **521-9846**
L8P 3C1

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Sharon Marafon, Project Manager

Description:

For problematic or disabled persons having trouble finding a job. First 15 weeks must attend school to upgrade life skills, math, and English. Second 11 weeks are in placement in the hospitality area. Will be paid the minimum wage for 26 weeks. Transportation and uniform allowances available if applicable.

Area served: Hamilton Wentworth
Accessibility: Yes

Brantdale Campus

Job Readiness Training Program **401**

Brantdale Campus **575-2228**
15 Brantdale Avenue
Hamilton, Ontario
L9C 1B6

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Jay Moore, Co-ordinator
Anne Hemsworth, Director

Description:

Programs sponsored by Canada Employment Centre and run by Mohawk College. The objective of Job Readiness Training Programs is to enable those with employment readiness problems.

Programs:
- Basic Job Readiness Training (BJRT)
- Native BJRT (NBJRT)
- Basic Employment Training (BET)

These programs include three components: academic refresher from Grades 0-10, life skills and work exposure through placements. Students are expected to participate in all three aspects of the program. Duration of the client's stay in the program will be determined at program interview. All referrals must be through Canada Employment Centre counselling units and program interview sessions.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Basic Employment Training (Brantdale Campus) **402**

575-2228

Description:

Programs sponsored by Canada Employment Centre and run by Mohawk College. The objective of Job Readiness Programs is to enable those with employment readiness problems.

Area served: Hamilton Wentworth

Basic Job Readiness Training (Brantdale Campus) **403**

575-2228

Description:

Focuses on helping clients to develop behavioural skills and problem-solving abilities needed to find satisfaction in the management of their lives and to secure employment. The program consists of life skills, job experience and academic upgrading.

Area served: Hamilton Wentworth

Employment Strategies for Success (Brantdale Campus) **404**

575-2228

Contact(s): Susan Seguin
Tia Shynkaruk

Description:

Individualized vocational skills training co-op program for adults (18 and over) with prolonged schizophrenia. Students begin with 36 weeks of Job Readiness Training, followed by work co-operatives which provide students with up to 48 weeks of advanced Life Skills sessions and longer term placements. Length and duration of the placement time is flexible.

Focus on Skills (Brantdale Campus) **405**

575-2228

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Rita Dudley

Description:

Especially for women who had unsuccessful attempts at transition to the work force. Can be working as long as it is less than 25 hours per week. Direct access to employment, life skills, academic upgrading. Includes work placement, career planning, assertiveness training. Federal training allowance and possible day care subsidies.

Area served: Hamilton Wentworth

Focus on Skills - English as a Second Language (Brantdale Campus) **406**

575-2228

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Linda Morgan Murdoch

Description:

Especially for immigrant women who are Canadian Citizens or have Landed Immigrant Status and are motivated to re-enter the work force but have had unsuccessful attempts at transition to work force. Can be working but under 25 hours per week. Improve skills for employment through training in English as a Second Language, math, life skills and job training for the health care, business, trades and sales and service sector. Federal training allowance and possible day care subsidies.

Fees: None-tuition free program

Chedoke Campus
Job Readiness Training Program
Training the Handicapped Adult in Transition **407**

Chedoke Campus **575-2517**
Sanitorium Road
Hamilton, Ontario

Contact(s): Dan Gardiner
Frank Reestmen

Description:

To aid physically/mentally handicapped adult students set realistic goals; identify career objectives; increase self-confidence; explore and prepare clients for entry into employment; experience a variety of work settings; demonstrate appropriate on-the-job behaviours for maintaining employment.

Accessibility: Yes

Highview Campus **408**

1040 Queensdale Avenue East **575-5973**
Hamilton, Ontario
L8T 1J4

Kiwanis Campus
Job Readiness Training Program
Career Planning for omen **409**

45 Ellis Avenue **575-2228**
Hamilton, Ontario **545-5102**
L8H 4L8

Hours: 8:00 am to 4:30 pm Monday to Friday
9:00 am to 3:00 pm Monday to Friday (Class Hours)

Executive(s): Anne Hemsworth, Director

Contact(s): Jay Moore, Coordinator

Description:

To prepare women who are on welfare or Mother's Allowance for re-entry into the world of career planning and to facilitate employment or educational goals which will lead to future employment or begin suitable training. Specific objectives include:

1. Make steps toward long-range financial independence.

2. Increase self-awareness and confidence.

3. Develop and implement effective problem-solving in the life skills areas of self, family, community, job, and leisure.

4. Assist women to set and attain goals in areas most appropriate to their needs.

5. Become job ready.

The program is available at two locations: Brantdale and Kiwanis Campuses of Mohawk College.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

Mohawk Trail Campus **410**

360 Mohawk Road West **388-1642**
Hamilton, Ontario
L9C 1W6

Mohawk McMaster Education Centre **411**

Hamilton Public Library
55 York Blvd, 2nd floor
Hamilton, Ontario
L8R 3K1

522-3361
(McMaster)**525-9140**
Ext.2020
(Mohawk) **575-1212**
Ext.2244

Description:

The Centres assist people of the community by providing educational information in the form of brochures, pamphlets, program outlines, and calendars for Mohawk College and McMaster University only. Mohawk College offers a course called "Career Development Assistance for Adults". Call the Centre for dates and times. The Centre offers:

- 20 station Centre for Microcomputer Business Training
- classrooms equipped with audio-visual equipment (slide, film, overhead projectors & VCR unit) available by advance booXkngs only
- Photocopying facilities.
- will take registrations for Mohawk College and McMaster University general interest and certificate programs.

New Credit Indian Reserve Campus
Job Readiness Training Program
Native Basic Job Readiness Training **412**

R.R. #6
Hagersville, Ontario
N0A 1H0

1(416) 768-5207

Executive(s): Mike Lloyd

Description:

Programs sponsored by Canada Employment Centre and run by Mohawk College. The objective of Job Readiness Programs is to enable those with employment readiness problems.

Area served: Hamilton Wentworth

Saltfleet Campus **413**

481 Barton Street East
Stoney Creek, Ontario
L8G 3Y4

662-3700
575-1212

Accessibility: Yes

Saltfleet Campus
Hamilton Industrial Training Centre **414**

350 Dosco Drive **662-7881**
Stoney Creek, Ontario
L8E 2N5

Accessibility: Yes

Wentworth Campus **415**

196 Wentworth Street North **575-2310**
Hamilton, Ontario
L8L 5V7

Area served: Hamilton Wentworth

Wentworth Campus
Job Readiness Training Program
Women Into Trades and Technology **416**

196 Wentworth Street North **575-2228**
Hamilton, Ontario
L8L 5V7

Hours: 10:00 am to 4:00 pm Monday to Friday

Executive(s): Anne Hemsworth, Director

Contact(s): Lynda Morgan
Carole Webb

Description:

An up to 18 week Canada Employment Centre sponsored program for women interested in finding, or being exposed to occupations that are traditionally male-oriented. Women Into Trades and Technology is a program designed to re-introduce, re-educate and re-direct women to future employment and/or training in the skilled trades and technologies. The program is divided into two segments and students will attend on a prescriptive basis according to individual backgrounds, skills and vocational goals either an 8-week "INTO" component or a full 18 weeks.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

MULTIPLE SCLEROSIS SOCIETY OF CANADA - HAMILTON AND DISTRICT 417

107 George Street **527-7874**
Hamilton, Ontario
L8P 1E3

Hours: 8:30 am to 4:30 pm Monday to Friday
(September - June)
8:30 am to 12:00 noon Friday
(July and August)

Executive(s): Sandy Alyman, Executive Director
Lynn Gates, Chairperson of the Board

Description:

The Chapter exists for the purpose of improving the quality of life for persons with Multiple Sclerosis, educating the community at large and supporting research into the cause and cure of Multiple Sclerosis.

Major Services:

To provide information and support for the person with Multiple Sclerosis and their family. To inform and connect those individuals with the proper network of medical and social services available. To educate medical professionals, employers and the public in general on the psychological and physical aspects of Multiple Sclerosis. To support medical research in order to find the cause and cure of Multiple Sclerosis. To help people with Multiple Sclerosis obtain medical equipment that will enable them to continue to live a normal life.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $10.00 per year membership

NATIVE AND ALLIED YOUTH ASSOCIATION 418

393 Cope Street **545-1715**
Hamilton, Ontario
L8H 5C2

Hours: 4:00pm-8:00pm Monday to Thursday
4:00pm to 10:00pm Friday
12:00pm to 10:00pm Saturday

Contact(s): Tona Mason, Chairperson and Co-ordinator
Kathy Mason, Secretary and Co-ordinator

Description:

Purpose of the association is to:

- provide a drop-in centre for youths ages 8-18
- encourage peer counselling for youths with socialization and personal problems
- provide informal educational experiences for neighbourhood youth
- promote understanding of native cultural patterns, ideas and values
- provide recreational programs and promote active lifestyles
- promote social interaction between native and non-native youth
- generally provide for the unique social/cultural needs of native youth and their peers

Area served: Hamilton Wentworth
Fees: $3.00 membership

NAVY LEAGUE OF CANADA - HAMILTON BRANCH 419

(evenings only) **522-4414**

Executive(s): Wayne Lymburner, President 561-2186
38 Blueberry Drive
Hamilton, Ontario
L8E 4S2

Description:

Conducts a youth training program emphasizing respect for discipline and good citizenship. Serves boys and girls ages 10-19.

Area served: Hamilton Wentworth
Fees: $10.00 user fee

NEIGHBOUR TO NEIGHBOUR CENTRE 420

28 Athens Street **574-1334**
Hamilton, Ontario
L9C 3K9

Hours: 9:00 am to 4:00 pm Monday to Friday
9:00 am to 3:30 pm for registration

Executive(s): Helen Geagan, President
Karen Brohman, Coordinator

Description:

To serve the unemployed and those on low income in the mountain area. To promote a sense of community and to maintain the dignity of the people using the centre's facilities by having them participate actively in all phases of the agency's operations on a voluntary basis. Major services include:

1. Drop-in area in which to socialize and from which to do job searches
2. Emergency and supplementary food
3. Resource information
4. Referral services
5. Linkage into retraining programs
6. Counselling in the areas of:
   -Resumes
   -Job search techniques
   -Handling unemployment emotionally
   -Seeking alternatives
7. Provide workshops on various self-help topics ie. nutrition, budgeting, etc.

Area served: Hamilton Mountain
Accessibility: Yes (Mon.-Thurs. - Please call ahead)
Fees: None

NORTH CENTRAL COMMUNITY SCHOOL 421

460 Wentworth Street North **527-7752**
Hamilton, Ontario
L8L 5W8

Hours: 6:00 pm to 9:30 pm Mon., Tues., Thurs., and Fri.
9:00 am to 5:00 pm Wednesday

Contact(s): Susan Moulton, Community School Worker

Description:

This community project provides opportunities for community members to join together sharing experiences and skills for the betterment of their own lives as well as for others.

Major Services:

Day and evening programs for all ages from pre-schoolers to seniors provide social, educational and recreational activities to meet the needs of the community. The NOCCSA meets monthly to discuss plans relating to the goals and objectives of the organization. Volunteers are always needed to lead and supervise activities and serve on the committees in the association.

Area served: Hamilton
Accessibility: Not accessible to the physically disabled

NORTH END INFORMATION SERVICE 422

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485 John Street North **529-8483**
Hamilton, Ontario
L8L 4R6

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Tom Okincbu, Chair, Steering Committee

Contact(s): Eva Googe, Coordinator 528-6256

Description:

The North End Information Service is a local independent service offering its resources to citizens of the Hamilton Wentworth region. All services are free and include the publishing of a monthly news sheet. Major services include:

Channelling of information, appropriate referrals, formal and informal counselling, income tax clinics, and attempting to link local resources to local needs whenever possible. Formal counselling sessions in the area of legal, family and marital problems may be arranged by parties at mutually agreeable times.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

North End Duty Counsel **423**

529-8483

Hours: 7:00 pm to 9:00 pm Wednesdays

Description:

Duty Counsel provides free legal advice in the evening. Operates on a first-come, first-served basis.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

North End Housing Registry **424**

529-8483

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Eva Googe

Description:

The North End Housing Registry is a registry for accommodation anywhere in the North End. Landlords are encouraged to register their premises. People desiring accommodation anywhere in the North End region can outline their requirements and be put in touch with a suitable contact.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

NORTH HAMILTON COMMUNITY HEALTH CENTRE 425

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554 John Street North **523-6611**
Hamilton, Ontario
L8L 4S1

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Dr. R. G. McAuley, Medical Director

Description:

Staffed by family physicians, nurses, support staff and other health professionals this service provides health care to individuals and families of all ages. In addition to providing medical care, special community interest programs are planned related to various health and lifestyle topics. Staff looks at the overall lifestyle of a client, and will make appropriate referrals to social services agencies. Chiropody services are also available. The centre also provides services for Hamilton's Spanish speaking community.

Area served: North End of Hamilton
Accessibility: Yes

NORTH WENTWORTH ASSOCIATION FOR THE MENTALLY RETARDED 426

628-6147

Mail address: 459 Ofield Road South
R.R. #2
Dundas, Ontario
L9H 5E2

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Bill Santor, President
Terry Nyp, Operations Manager

Description:

Lifeskills training centre for developmentally handicapped adults.

Major Services:

To provide, through individual programming, training in behaviour management, budgeting and money management, communications, domestic skills, family life and sex education, literacy and numeracy skills, mobility, recreation and use of leisure time, rehabilitation therapy, self help and social skills as well as vocational skills. Operates Westfield.

Area served: North Wentworth County
Accessibility: Yes
Fees: None

OCCUPATIONAL HEALTH CLINIC FOR ONTARIO WORKERS 427

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800 Barton Street East **549-2552**
Hamilton, Ontario
L8L 3B3

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Claire Booker, Executive Director
Leo Gerard, Chairperson

Description:

The Clinic is designed to provide Hamilton area workers and employers with a one-stop, user friendly service for most of their occupational health and safety needs: from diagnosing an ailment to getting help for a workers' compensation claim. The staff of doctors, industrial hygienists and nurses will provide a range of services geared to occupational health and safety such as:

- Independent diagnosis with referral to specialists if necessary, and a review of the worker's history;
- Industrial hygiene consultation to determine the details of where, how and to what the worker is exposed in the workplace;
- Educational programs, information and advice for workers, unions and joint health and safety committees which will allow them to assess hazards in the workplace;
- Support for workers in the pursuit of compensation by the development of a scientific basis for compensation claims and improved standards.

Area served: Hamilton Wentworth, Niagara Penninsula, and Southwestern Ontario
Fees: None

OFFICE OF THE OMBUDSMAN 428

125 Queen's Park
Toronto, Ontario
M5S 2C7

English **1-800-263-1830**
French **1-800-387-2620**
Lines available 24 hours

Hours: 9:00 am to 5:00 pm
Answering service after 5:00 pm
(other times by appointment when necessary)

Executive(s): Roberta Jamieson, Ontario Ombudsman

Description:

To investigate citizens' complaints in respect of "any decision or recommendation made or any act done or omitted in the course of the administration of a governmental organization" of the Government of Ontario.

Services:

After investigation, should the Ombudsman be of the opinion that the complaint submitted to her is a valid one, she reports her opinion and her reasons therefore, to the appropriate governmental organization, and may make such recommendations as she thinks fit. A copy of the report is also submitted to the Minister concerned and, if necessary, to the Premier and the Legislative Assembly. Complaints are to be made in writing; however, if the complainant is unable to do so, he or she may telephone or visit the Office of the Ombudsman.

Area served: Ontario
Accessibility: Yes
Fees: None

ONTARIO FEDERATION FOR CEREBRAL PALSY 429

1020 Lawrence Avenue West, Ste. #303
Toronto, Ontario
M6A 1C8

1-416-787-4595

Contact(s): Clarence Meyers
Theresa Sciberras

Description:

The Ontario Federation for Cerebral Palsy is an umbrella organization networking with over 50 federation members across the province. The Federation provides some professional and financial assistance for the development of services, programs and operations of its affililates. It places a priority on the development of participation projects, such as;

- Participation House residences located in Hamilton, Markham and Brantford;
- Participation Resource Centres located throughout the province;
- Participation employment and training centres located in Windsor and Toronto.

As well, the Federation provides Staff Development Programs, and a Family Support Program which encourages the involvement of parents in local groups across the province to respond to issues as they pertain to families with children with special needs.

Area served: Ontario

ONTARIO MARCH OF DIMES 430

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495 Woodward Ave.
Hamilton, Ontario
L8H 6N6

547-9233
FAX 547-5871

Hours: 8:30 am to 4:00 pm Monday to Thursday
8:30 am to 12:00 pm Friday

Executive(s): Saul Zemaitis, Regional Director

Contact(s): Susan Ginn, Program Manager
Rene Tunney, Community Services Manager 527-6604
FAX 527-7201

Description:

Program options provide comprehensive services for physically disabled adults.

Major Services:

1). Camping: Recreational opportunities for disabled adults, relief of families, and/or an opportunity for a holiday away from a housing institution

prompted the development of this program. Camps are run winter and summer in several resort areas.

2). Public Education: A newspaper and resources of a speaker's bureau can be made available to make the community more aware of the needs of physically disabled adults.

3). Community Services: Staff support is available to assist groups of disabled adults to advocate for access to the community's resources and buildings and to promote the full community integration of physically disabled adults. An accessibility guide is available from this office as well as a resource library on issues and resources.

Area served: Hamilton-Wentworth, Halton, Brant County
Accessibility: Yes
Fees: User fees may be charged to sponsoring agencies according to the program. Fees are waived if needed.

Assistive Devices **431**

3 Lowell Avenue **1-416-685-5461**
St. Catherines, Ontario **1-800-263-4742**
L2R 2C7

Contact(s): Pat Berry, Coordinator

Description:

Where a person does not qualify for government aid, Ontario March of Dimes provides artificial limbs, wheelchairs, and other appliances. As well, travelling medical clinics provide needed health care in remote areas of Northern Ontario.

Employment Assessment Services Centre **432**

495 Woodward Avenue **547-9233**
Hamilton, Ontario **FAX 547-5871**
L8H 6N6

Contact(s): Susan Ginn, Program Manager
Russell McNeil, Occupational Therapist

Description:

Aim of the program is to determine functional capabilities and barriers to employment for the physically challenged and workers who have been injured.

Program is divided into two sections:

1). FUNCTIONAL CAPACITIES ASSESSMENT: consists of a three day assessment of an individual's physical abilities, and is primarily for someone looking to return to a specific job.

2). VOCATIONAL EXPLORATION: a 10 working day program which involves a functional capacities assessment, as well as a vocational assessment, which deals with interview skills, resume writing etc. The assessment also focusses on emotional and behavioral problems which may result in employment barriers, ie. depression etc.

Area served: Hamilton Wentworth
Fees: Depending on ability to pay

Outreach Attendant Care **433**

495 Woodward Avenue (Hamilton) **527-6653**
Hamilton, Ontario (Halton) **876-4466**
L8H 6N6 **FAX 876-4434**

Contact(s): Marlene Cope, Hamilton Outreach Coordinator
Anne Buckle, Halton Outreach Coordinator

Description:

To provide physically disabled adults living at home with assistance in activities of daily living.

Fees: User fees may be charged to sponsoring agencies according to the program. Fees are waived if needed.

Post Polio Association of Hamilton-Wentworth **434**

495 Woodward Avenue **547-9233**
Hamilton, Ontario **FAX 547-5871**
L8H 6N6

Description:

Objective of the Association is to promote direct support among persons who have had polio. Contact the Ontario March of Dimes.

Supportive Living Centre (The)
St. John Place **435**

309-20 Emerald Street North **527-6653**
Hamilton, Ontario **FAX 527-7201**
L8L 8A4

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Terry Cooke, Attendant Care Co-ordinator
Marlene Cope, Co-ordinator

Description:

An independent-living apartment project providing attendant care to physically disabled adults.

Major Services:

Shared non-medical assistance in the activities of daily living. Attendant care staff are available on-site on a 24-hour "as required" basis.

Area served: Ontario; priority given to residents of Hamilton-Wentworth Region, Halton Region, and Brant County

Accessibility: Yes

Villa Verdi **436**

20 Jarvis Street
1st Floor
Hamilton, Ontario
L8R 1M2

528-4261
FAX 528-6585

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Maureen Lamarre, Co-ordinator, Terry Cooke

Description:

An independent-living apartment project providing support care to 25 physically disabled adults. Began operation April 1990.

Major Services:

1. Shared non-medical assistance in the activities of daily living. Attendant care staff are available on-site on a 24-hour "as required" basis.

2. Accessible, unfurnished, geared-to-income rental accommodation within a new apartment building.

Area served: Ontario; priority given to residents of Hamilton-Wentworth Region, Halton Region, and Brant County

Accessibility: Yes

Members of Provincial Parliament

Hamilton Centre Riding **437**

346 Main Street East **529-1277**
Hamilton, Ontario
L8N 1J2

Hours: 9:00 am to 5:00 pm Monday to Friday
Saturday by appointment only.

Contact(s): David Christopherson, MPP
Area served: Hamilton Centre

Hamilton East Riding **438**

1522 Main St. E. **544-9644**
Hamilton, Ontario
L8K 1E3

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Bob Mackenzie, MPP

Area served: Hamilton East
Accessibility: No, one step to entrance

Hamilton Mountain Riding **439**

688 Queensdale Avenue East **388-9734**
Hamilton, Ontario **FAX 388-7862**
L8V 1M1

Hours: 10:00 am to 4:00 pm Monday to Friday

Contact(s): Brian Charlton, MPP

Area served: Mountain East
Accessibility: Yes

Hamilton West Riding **440**

196 Locke St. S. **527-2556**
Hamilton, Ontario
L8P 4B4

Hours: 9:00 am to 12:30 pm Monday to Friday
1:00 pm to 4:00 pm Monday to Friday

Contact(s): Dr. Richard Allen, MPP

Area served: Hamilton West
Accessibility: Yes

Wentworth East Riding **441**

2 King Street East **662-4442**
Stoney Creek, Ontario **561-5793**
L8G 1J8

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Mark Morrow, MPP

Area served: Wentworth East
Accessibility: Yes

Wentworth North Riding **442**

113 King St. West **628-6558**
Dundas, Ontario
L9H 1V1

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Don Abel, MPP

Area served: Wentworth North
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF AGRICULTURE AND FOOD

Hamilton/Wentworth Office **443**

617 Highway #53 East **527-2995**
R.R. #1
Ancaster, Ontario
L9G 3K9

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Mr. W. D. Keys, Agriculture Representative

Description:

To provide information and assistance for Ontario Ministry programs and to provide educational material and programs about agriculture.

Major Services:

1). Farm management advisory service, 4-H Program coordination, dairy inspection, horticultural crop advice and agricultural land use.
2). For those wishing information on "Farm Vacations", the pamphlet "Ontario Farm Vacations" is available from this office.
3). This office has information on financial assistance programs available to Ontario farmers.
4). Soil testing forms and boxes are available from this office.n Samples are sent to private labs and fees will vary depending on the work requested.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled

ONTARIO. ONTARIO MINISTRY OF CITIZENSHIP 444

119 King Street West, 8th Floor **521-7229**
Hamilton, Ontario **1-800-263-8514**
L8N 3Z9 **FAX 1-416-521-7613**

Hours: 8:30 am to 5:00 pm Monday to Friday

Description:

The Ministry encourages full, equal and responsible citizenship. It supports and promotes participation of all Ontarians through policies and programs which recognize cultural and racial diversity and the sharing of cultural heritage. This mandate fosters cultural preservation and develops individual and community excellence. The Ontario Human Rights Commission reports to the Minister of Citizenship.

Major Services:

Community Programs Services: Consulting and resource services to community organizations and local groups involved in activities within the mandate of the Ministry:

a) Citizenship: support for multicultural programming and leadership training.
b) Native Community: consultation and financial support for native communities and Metis plus non-status native groups.
c) Ontario Human Rights Commission
d) Race Relations

Area served: Halton, Haldimand-Norfolk, Hamilton Wentworth, and Brant County
Accessibility: Yes

Ontario Human Rights Commission
Compliance Branch and Race Relations Division **445**

521-7609
for 416 area 1-800-263-9344

Description:

Administers the Ontario Human Rights Code. This prohibits discrimination in employment, the occupancy of accommodation, sexual orientation, services, goods and facilities, contracts and membership in vocational associations and trade unions, on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, handicap, age (18-65 years in employment; 18 years and over in the other areas), marital status, family status, the receipt of public assistance (only in accommodation issues) and record of offences (only in employment situations) where a pardon has been granted.

Services:

Conducts investigation and conciliation of complaints, community problem solving (responds to or prevents racial incidents and/or tensions), public

education, and research. Publications, films, consultation and information are available on request. Conducts Public Education functions into the area of Human Rights.

Area served: Hamilton Wentworth, Burlington, and Niagara and surrounding area
Accessibility: Yes

Ontario Welcome House **446**

Lloyd D. Jackson Square **521-7569**
Standard Life Centre, Plaza Level
120 King Street West
Hamilton, Ontario

Mail address: 2 King Street West
Hamilton, Ontario
L8P 1A1

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Carmen Cuming, Coordinator

Description:

To assist newcomers to Ontario with their adjustment, settlement, and integration by providing access to government and community services. Services are offered in over 30 languages and dialects. Languages/dialects spoken locally include: French, Portuguese, Spanish, Czech, Cantonese, Mandarin, Fukien, Vietnamese.

Major Services:

1. Information, orientation and referrals regarding social services, education, health care, housing, employment, recreation, language training, government and community services.
2. Supportive counselling, mediation and consultation.
3. Assistance in completing applications forms.
4. Translation of specific documents in collaboration with Translation Bureau.
5. Escort interpreting is not provided (only in-house).

Area served: Hamilton Wentworth, Haldimand-Norfolk, Halton, and Niagara regions and general vicinity.
Accessibility: Yes
Fees: None

ONTARIO. ONTARIO MINISTRY OF COLLEGES AND UNIVERSITIES

Department of Nursing Assistants **447**

Mohawk College **529-1187**
York Boulevard Campus
Hamilton, Ontario

Mail address: P.O. Box 2034
Hamilton, Ontario
L8N 3T2

Hours: 8:00 am to 4:30 pm Monday to Friday

Executive(s): Mrs. M. Bieksa, Chair

Description:

School prepares students to become Nursing Assistants. Application through the registrar's office of Mohawk College.

Area served: Hamilton Wentworth and surrounding area

ONTARIO. ONTARIO MINISTRY OF COMMUNITY AND SOCIAL SERVICES 448

119 King Street West, 6th Floor **521-7280**
Hamilton, Ontario
L8N 3Z9

Hours: 8:15 am to 4:30 pm Monday to Friday

Executive(s): Mr. Don Cornish, Area Manager

Description:

This Ministry exists to help those in Ontario with special needs children and adults who need assistance on either a temporary or a long term basis. That assistance is provided in a wide range of services. It may take the form of

financial relief, physical care, or professional counselling, to cite just a few examples. The services of this Ministry, provided both directly and through funded agencies, can be grouped into two main categories: children and their families; and adults.

Services to children and/or their families include:

* group or foster homes
* adoption or foster parents
* help with physical, emotional or developmental disabilities
* temporary or long term help for children in need of protection
* probation programs.

Services to adults include:

* senior citizens' centres, homes and community programs;
* job preparation for people with physical, emotional or developmental disabilities
* benefits for those in financial need, either temporary or long term
* group homes
* residential and community programs for people with developmental disabilities.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Direct Services - Adults **449**

521-7280

Contact(s): Mr. Dave Vice, Manager Direct Services - Adults

Description:

This unit is responsible for delivering Family Benefits, and Vocational Rehabilitation Services (VRS).

Area served: Hamilton Wentworth and Brant County, Niagara
Accessibility: Yes
Fees: None

Children's Services Branch
Direct Services - Children **450**

521-7280

Contact(s): Michael Cillis, Children's Community Programs Manager

Description:

This unit is responsible for the overseeing of the programming and budgeting of the voluntary social service agencies within the area. These programs include Children's Aid Societies, Children's Mental Health Centres, Adoptions, Children's and Youth's Institutions, Child Abuse Program.

Area served: Hamilton Wentworth and Niagara, Brant
Accessibility: Yes
Fees: None

Children's Services Branch
Direct Services - Children
Handicapped Children's Benefits **451**

119 King Street West, 2nd Floor ask for HCB **521-7280**
Hamilton, Ontario
L8N 3Z9

Executive(s): Mr. Alan Felton, Supervisor, Special Services at Home and Handicapped Childrens Benefits

Description:

This allowance is for the physically, emotionally, and mentally handicapped who are under the age of 17 years and who reside at home. Allowance is designed to assist parents with the extra cost involved in raising a handicapped child. Request for applications at Family Benefits. They will take the minimum information over the phone, send out application form and then set up a home interview with the parents. Applications will be under the parents' name.

Special Needs Agreement:

A voluntary written agreement permitting an agency to provide the services required by the handicapped child. It establishes the rights and responsibilities as a parent and establishes the agency's responsibilities and the kinds of service the agency will provide.

Benefits:

Program helps the parents of severely handicapped children meet the ongoing extraordinary costs arising from their child's handicap. Application for financial assistance for glasses can be obtained by calling the above number.

Area served: Hamilton-Wentworth, Region of Niagara and County of Brant
Accessibility: Yes

Special Needs and Handicapped Children's Benefits 452

119 King Street West, 7th Floor **521-7456**
Hamilton, Ontario
L8N 3Z9

Executive(s): Michael Cillis, Community Programs Manager

Contact(s): K. Szota
D. Dutton

Description:

Special Needs Agreement:

A voluntary written agreement permitting an agency to provide the services required by the handicapped child. It establishes the rights and responsibilities as a parent and establishes the agency's responsiblities and the kinds of service the agency will provide.

Benefits:

Program helps the parents of severely handicapped children meet the ongoing extraordinary costs arising from their child's handicap.

Basic Requirements:

Seventeen years old or less, have a severe handicap, extraordinary costs, incurred because of the handicap, must be present.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Community Programs 453

119 King Street West, 2nd Floor **521-7280**
Hamilton, Ontario
L8N 3Z9

Executive(s): Michael Cillis, Manager, Community Programs

Description:

This unit is responsible for the overseeing of the programming and budgeting of the voluntary social service agencies within the area. These programs include Senior Citizens' Homes, Elderly Persons Centres, Workshops, Mental Retardation and Handicapped Residences, Life Skills, Adult Protective Services, Boarding

Homes, Day Nurseries, etc.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Direct Services

Income Maintenance **454**

119 King Street West, 2nd Floor **521-7280**
Hamilton, Ontario
L8N 3Z9

Executive(s): Mr. David Vice, Manager, Direct Services (Adults)

Mr. David Aquin, Income Maintenance Manger, Hamilton/Brant

Description:

The Income Maintenance Unit is responsible for the delivery of the Family Benefits Program for those in need of long-term financial assistance.

Supervisors:

Mrs. K. D'Andrade
Mr. L. Leombruni
Mr. A. Robertson
Mrs. D. Brook
Mr. W. Campbell
Mr. C. Difalco

For information on eligibility requirements and benefits, call the above number.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Legal Aid Assessment **455**

119 King Street West, 7th Floor **521-7810**
Hamilton, Ontario
L8N 3Z9

Description:

This program is responsible for the financial assessment of persons requesting legal assistance; the program is administered by the Law Society of Upper Canada through the vehicle of the Ministry of the Attorney General.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Vocational Rehabilitation Services **456**

119 King Street West, 7th Floor **521-7280**
Hamilton, Ontario
L8N 3Z9

Contact(s): Mr. A. Felton, Supervisor, VRS
Mr. Brian Marston, Supervisor, VRS

Description:

Vocational Rehabilitation Services provides goods and services to enable eligible persons with disabilities to become capable of regularly pursuing an occupation.

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Income Maintenance
Review Unit **457**

119 King Street West, 6th Floor **521-7280**
Hamilton, Ontario
L8N 3Z9

Executive(s): Mr. D. Spadafora, Program Supervisor, Income Maintenance

Contact(s): Mr. B. Tiringer, Employment Liaison Officer (Special Initiatives)

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

Youth Corrections Program
Arrell Youth Centre **458**

360 Anchor Road **574-0610**
Hannon, Ontario
L2R 1P0

Executive(s): Mr. A. Roach, Superintendent

Area served: Hamilton Wentworth and Niagara, Brant County
Accessibility: Yes

499 King Street East, 2nd Floor **525-0072**
St. John Place
Hamilton, Ontario
L8N 1E1

Description:

Provides supervision and counselling for juvenile offenders released on probation by probation officers serving all courts, in the Regions of Hamilton-Wentworth, Niagara and the County of Brant, including the Unified Family Court of Hamilton-Wentworth.

Brant Office: (519) 756-5790
Mr. Brendon Stacey, Supervisor

St. Catharines Office: (416) 688-3022
Mr. Gerry Jackson, Supervisor

Niagara Falls Office: (416) 356-1066
Mr. Gerry Jackson, Supervisor (416) 688-3022

Welland Office: (416) 735-6510
Mr. Gerry Jackson, Supervisor (416) 688-3022

Area served: Hamilton Wentworth and Niagara, Brant Co.
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS 460

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119 King Street West, 5th Floor **521-7554**
Hamilton, Ontario **FAX 521-7511**

Mail address: P.O. Box 2112
Hamilton, Ontario
L8N 3Z9

Hours: 8:15 am to 4:30 pm Monday to Friday

Contact(s): Suzanne Lizotte, Regional Consumer Service Officer
Linda Langston, Regional Consumer Service Officer

Community Information Service Hamilton-Wentworth *528-0104*

Description:

Companies Branch 4th Floor:

Forms for the incorporation of businesses are available from this office. Information and help filling out the forms are also available. Forms must then be sent to Toronto.

Consumer Services Bureau answers consumer inquiries and attempts to mediate complaints arising from the purchase of goods or services.

Major Service:

The Consumer Services Bureau mediates and processes consumer complaints, investigates alleged infractions, and inspects registrants under all Acts dealing with consumer protection.

Area served:	Hamilton Wentworth, Haldimand-Norfolk, Niagara Region and Peninsula, and Brantford
Accessibility:	Yes

Support Services Division
Communications Services Branch
Consumer Information Centre **461**

555 Yonge Street
Main Floor
Toronto, Ontario
M7A 2H6

1-800-268-1142
Toronto area **1-416-326-8555**
Toronto area **1-416-326-8556**

Hours: 8:00 am to 5:00 pm Monday to Friday

Description:

1. To provide information and advice on consumers' rights, consumer legislation and a wide range of consumer issues.

2. To distribute pamphlets, brochures, bibliographies, and resource lists on consumer topics.

3. To provide general information on Ministry services.

4. To organize outreach programs tailored to the needs of disadvantaged consumers (senior citizens, new Canadians, and the disabled).

5. To encourage consumer awareness in the schools by making available to teachers books, films and teaching aids (for preview), and kits and teachers'

guides to assist in classroom instruction.

6. To provide information to small business people on licensing and registration procedures.

7. To maintain a comprehensive resource centre to facilitate research on consumer related topics by members of the public, teachers, students, and community educators.

Major Services:

Information Centre: Information officers respond to telephone, personal and written inquiries from consumers.

Consumer Education: consumer education officers plan outreach programs in the form of seminars, videotaped information and information kits, aimed at making people better consumers

Library: Library staff prepare bibliographies and resource lists on consumer topics and maintain the law and general collections of the Ministry library.

Area served:	Ontario
Accessibility:	Yes
Fees:	None

ONTARIO. ONTARIO MINISTRY OF CORRECTIONAL SERVICES

Hamilton Centre **462**

Ellen Fairclough Building **521-7527**
104-119 King Street West
Hamilton, Ontario
L8N 3Z9

Mail address:	Ellen Fairclough Building P.O. Box 2112 Hamilton,Ontario L8N 3Z9
Hours:	8:30 am to 4:45 pm Monday to Friday Evenings by appointment, except Friday

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Community Information Service Hamilton-Wentworth *528-0104*

Executive(s): Mrs. Cheryl Sikkes, Area Manager

Description:

Probation and parole officers carry out the Adult and Young Offender Community Corrections Program (age 16-17) of the Ministry of Correctional Services.

Major Services:

Perform a variety of services which are classified into two categories:

1. Supervision of persons on:
   (a) probation by all courts of criminal jurisdiction
   (b) parole by the Ontario Parole Board
   (c) temporary absence by provincial authority plus individuals referred by other federal and provincial correctional authorities.

2. Information: provision of social information related to adult and young offenders for the benefit of the judiciary, Ontario Parole Board, Temporary Absence Program and institutional treatment personnel. Provision of other kinds of assistance, such as employment-related services, through co-operative arrangements with government agencies.

Area served: Hamilton Wentworth
Accessibility: Yes

Hamilton East **463**

1945 King Street East **549-9977**
Hamilton, Ontario
L8K 1W2

Executive(s): Mr. Ronald Guzda, Area Manager

Description:

Probation and parole officers carry cut the Adult and Young Offender Community Corrections Program (age 16-17) of the Ministry of Correctional Services.

Accessibility: Yes

Hamilton East - Mountain Office **464**

1030 Upper James Street **387-5453**
Hamilton, Ontario
L9C 6X6

Executive(s): Mr. Ronald Guzda

Description:

Probation and parole officers carry out the Adult and Young Offender Community Corrections Program (age 16-17) of the Ministry of Correctional Services.

Accessibility: Yes

Operations Division

Hamilton Wentworth Detention Centre **465**

165 Barton Street East **523-8800**
Hamilton, Ontario
L8L 2W6

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): L. V. Villeneuve, Superintendent
M. Fajertag, Social Services Supervisor

Contact(s): L. Dorosz, Young Offender Unit
K. Nagy, Young Offender Unit

Description:

The Hamilton-Wentworth Detention Centre is a maximum security institution operated by the Ministry of Correctional Services for male and female adults and young offenders (16-17 year olds).

Major Services:

Hamilton-Wentworth Detention Centre keeps in safe custody:

1. Persons awaiting trial or sentence who are remanded in custody.
2. Persons serving short terms of incarceration.
3. Persons awaiting transfer to the appropriate provincial or federal correctional institutions.
4. Selected persons who are kept at the Centre or transferred from provincial correctional institutions for humanitarian or rehabilitative reasons, including participation in the Temporary Absence Program, Community Centre Program, and Community Residential Agency Program.

For adults as well, the Ellen Osler Home at 34 Hatt Street in Dundas (627-1632) and Calvert House at 535 Main Street East, Hamilton (523-4390) operate as Community Resource Centres whereby selected participants on the Temporary Absence Employment, Education, or Pre-Release Programs reside in a release community setting. In addition, the Elizabeth Fry Group Home at 50 East Avenue

and Native Women's Centre at 47 East Avenue North are Community Residential Agencies for women on contract to the Hamilton-Wentworth Detention Centre.

For adults and young offenders, a range of recreational, work, educational, counselling, spiritual, medical and self-help programs are available in and through the institution, many using community participants.

Area served: Halton and Wentworth counties for male adults plus Niagara Peninsula for all females and male young offenders.
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF CULTURE AND COMMUNICATIONS 466

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119 King Street West, 8th Floor **521-7229**
Hamilton, Ontario **1-800-263-8514**
L8N 3Z9 **FAX 1-416-521-7613**

Hours: 9:30 am to 5:00 pm Monday to Friday

Description:

The Ministry of Culture and Communications promotes cultural expression and development, encourages heritage preservation, and advocates Ontario's interest in the communications field. It supports a number of community and provincial cultural and historical facilities and institutions, and assists Ontario's commercial cultural interest. The Ministry also provides policy advice on issues affecting Ontario consumers, suppliers, and manufacturers of communication systems and services. Major services include:

Community Programs Services: Consulting and resource services to community organizations and local groups involved in activities within the mandate of the Ministry:

a) Arts: Support for arts agencies and institutions, cultural activities and exchange, special arts projects
b) Heritage: Architectural and historical conservation, museum services
c) Libraries and Community Information Centres

Area served: Hamilton Wentworth, Halton, Haldimand-Norfolk, and Brant County
Accessibility: Yes

Royal Botanical Gardens **467**

680 Plains Road West **527-1158**
Burlington, Ontario **1-800-668-9449**

Mail address: P.O. Box 399
Hamilton, Ontario
L8N 3H8

Hours: 9:00 am to 5:00 pm Monday to Friday Office
Outdoor areas dawn to dusk daily
9:00am to 5:00pm daily Mediterranean Garden
10:00am to 4:00pm daily Nature Interpretive Centre
10:00am to 5:00pm daily Floral Art Shop

Description:

Royal Botanical Gardens provides plant-related services to the community and the entire province through original research, through lectures and courses of instruction at RBG and via Outreach programs throughout the province. Individual service is through personal and telephone enquiry and by correspondence.

Major Services:

Information relating to horticulture, conservation and education of the world of plants. Over 100 educational programs; programs for children and for the handicapped. Also, 2,700 acres of land and 50km of hiking trails.

Area served: Ontario
Accessibility: All washrooms and food service buildings are completely accessible. All garden areas are accessible but have limitations.
Fees: Wedding Photography Registration, $35.00. This registration must be obtained in advance in order to have wedding photographs taken in the Rock Garden. All other areas remain free of charge.

ONTARIO. ONTARIO MINISTRY OF EDUCATION 468

First Place **527-7226**
350 King Street East, Suite 110 **575-2026**
Hamilton, Ontario **FAX 527-5155**
L8N 3Y3

Contact(s): Jim Vanderveken, Coordinator

Description:

Ontario Basic Skills (O.B.S.) is a program designed for adults who want to improve their education level while preparing for the job market. O.B.S. classes are available on both a full-time and part-time basis. Ontario Basic Skills offers:

- upgrading to a grade 12 equivalency
- job search skills
- life skills ie. goal setting, assertiveness training and stress management

Child care facilities are available at the Highview Campus of Mohawk College. Special Support Allowances are available to eligible students to reimburse costs for day care and transportation expenses. The O.B.S. Program is tuition free. An Information Session is held every Wednesday night at Highview Campus.

Accessibility: Highview Campus is wheelchair accessible

Youth Employment Services Branch
Futures **469**

Mohawk College of Applied Arts and Technology. **388-1642**
1-800-387-0777
Mohawk Trail Campus
360 Mohawk Road West
Hamilton, Ontario
L9C 1W6

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): W. G. Grevatt, Director

Description:

FUTURES offers Ontario's youth an opportunity to gain valuable work experience which can lead to permanent employment. FUTURES training program provides several alternatives to meet students specific needs and develop the right plan for them. The program includes pre-employment preparation, academic refreshing, life skills, career planning, counselling, full or part-time on-the-job training.

Eligibility:

Applicants under 25 or disabled employable persons under 30.

Applicants who have a secondary school diploma or more and out of school and unemployed for 20 consecutive weeks

OR

less than grade 12 education and out of school and unemployed 12 consecutive weeks or 16 weeks accumulated unemployment out of the last 52 weeks with 4 weeks of consecutive unemployment prior to application to the program.

Participants receive a provincial minimum wage while on-the-job training and $100.00 a week if they return to school part-time. While on the program, eligible participants may receive support allowances for child care and transportation.

Area served: Hamilton Wentworth, Haldimand-Norfolk, and Brant County, Haldimand area
Accessibility: Yes
Fees: None

Youth Hotline **470**

1-800-387-0777
(Youth Hotline) **TTY-TDD 1-800-387-0743**

Mail address: Queen's Park
Toronto, Ontario
M5S 1P7

Description:

Provides information and counselling on the various provincial employment programs of assistance to young people and to employers who wish to hire youth.

Area served: Ontario

ONTARIO. ONTARIO MINISTRY OF HEALTH

Assistive Devices Program **471**

15 Overlea Boulevard, 6th Floor
Toronto, Ontario
M4H 1A9

(Gen. Info.) **523-8600**
(applications) **1-800-268-6021**
TTY/TDD 1-800-268-6023

Hours: 8:30 am to 4:30 pm Monday to Friday (Hamilton office)

Contact(s): Margaret Reid 523-8600 Ext.102

Description:

This program will pay approximately 75% of the cost of selected and medically necessary assistance devices such as prostheses, respiratory equipment, wheelchairs, TTY/TDD systems, ostomy supplies, hearing aids, visual and communication aids, incontinence supplies and orthoses which include braces and splints. All age groups are eligible.

Area served: Hamilton Wentworth

Multiple Organ Retrieval and Exchange Program of Ontario **472**

984 Bay Street, Suite #503 **1-416-921-1130**
Toronto (T), Ontario **1-800-263-2833**
M5S 2A5

Contact(s): Christina Marshall, Regional Communications Coordinator 627-0758

Description:

Started by the medical profession, this program covers all of Canada. The public can call for information about organ transplants and donations. Provides donor organ application forms. A Computer network linking five organ transplant centres in Ontario will keep a record of potential recipients in Ontario, placing them on a single waiting list.

Objectives:

- To promote and to increase organ and human tissue donation, retrieval and exchange in Ontario.
- To educate through professional and public awareness programs the people of Ontario in the need for organ and human tissue donation, retrieval and exchange.
- To develop, administer and support regional organ and human tissue donation, retrieval and exchange organizations.
- To collaborate with other agencies, institutions and facilities interested in organ and human tissue donation, retrieval and exchange in Ontario and elsewhere.
- To conduct, coordinate and support research projects and studies respecting organ and human tissue donation, retrieval and exchange.

Area served: Ontario

Drugs and Devices Division
Drug Programs Branch
Health 65 Card **473**

(call collect)
(Toronto) **1-416-965-9337**
(Kingston) **1-613-548-6552**

Mail address: P.O. Box 78
Kingston, Ontario
K7L 5K2

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

The new Ontario Health 65 Card for seniors replaces both the OHIP Card and the Ontario Senior Citizen Privilege Card. The new card will be used by seniors as identification for physician, hospital and other health services, including the Ontario Drug Benefit Program. A separate referral or application for people turning 65 is no longer necessary, as they will automatically receive a Health 65 Card. Inquiries about the Ontario Drug Benefit Program and eligibility can be directed to above address.

Area served: Ontario

Health Insurance Division
Ontario Health Card **474**

119 King Street West, 10th Floor
Hamilton, Ontario
L8N 3Z9

(public enq.) **521-7100**
(416) 1-800-263-2197
(416) 1-800-268-1154

Mail address: P.O. Box 2280, Station A
Hamilton, Ontario
L8N 4C8

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

The new Ontario Health Card replaces the OHIP number. Each Ontario resident should have a separate card, including members of the same family. The card is to be presented to physicians, hopsitals, and health service professionas to receive eligible benefits. This office handles enquiries about the Ontario Health Card, medical and hospital claims and answers related enquiries, such as address changes, and lapsed health plan coverage.

Area served: Haldimand-Norfolk, Hamilton Wentworth, and Brant, Bruce, Dufferin, Grey, Niagara, Waterloo, Wellington
Accessibility: Yes

Information and Systems Division
District Health Council Program
Hamilton Wentworth District Health Council **475**

389-1321

Mail address: P.O. Box 2085
Hamilton, Ontario
L8N 3R5

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Dr. Robert Kirby, Executive Director
Audrey Smith, Chair

Contact(s): Gail Mackean

Description:

1. Identify health needs for Hamilton-Wentworth and consider alternative methods of meeting those needs that are consistent with provincial guidelines.
2. Plan a comprehensive health care program and establish short-term priorities that are consistent with long-term goals.
3. Coordinate all health activities and ensure a balanced, effective, and economical service, satisfactory to the people of Hamilton-Wentworth.
4. Work toward cooperation in the social development activities for the district.

Area served: Hamilton Wentworth
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF HOUSING 476

Standard Life Building **521-7500**
120 King Street West, 4th Floor
Hamilton, Ontario
L8P 4V2

Mail address: P.O. Box 2500, Stn. "A"
Hamilton, Ontario
L8N 4E5

Hours: 8:30 am to 4:45 pm Monday to Friday

Executive(s): Roy A. Holmes, Regional Manager

Contact(s): Mark Mascarenhas (for Hamilton area)

Description:

Administration of property management functions and policy guidelines for Housing Authorities.

Major Services: The Housing Authorities, under agreement with OHC, manage portfolios of rental accommodation on a rent-geared-to-income basis for both seniors and families of low to moderate income, as well as mentally and physically disabled persons who are capable of independent living. Also provide Housing Grant information.

Area served: Hamilton Wentworth

Housing Authority Offices

Hamilton Wentworth Housing Authority **477**

2 King Street West **521-7399**
Plaza Level, Jackson Square
Hamilton, Ontario
L8N 4E5

Mail address: P.O. Box 2500, Station A
Hamilton, Ontario
L8N 4E5

Hours: 8:30 am to 4:45 pm Monday to Friday
Answering service after hours, Saturday, Sunday, holidays

Executive(s): Rick Farrell, General Manager

Description:

Management of rental housing.

Major Services:

The Hamilton-Wentworth Housing Authority has responsibility for administration

of approximately 5,500 Federal-Provincial rent-geared-to-income housing units for Families and Senior Citizens throughout the City of Hamilton and Region. The Housing Authority manages the rental of approximately 2,000 family and 3000 senior citizen units in the Hamilton-Wentworth Region.

Area served: Hamilton Wentworth
Accessibility: Some units specifically designed for the physically handicapped, while a few others have been modified.

Rent Review Wing
Rent Review Services Branch
Ontario's Rent Registry **478**

620-25 Main Street West **528-8701**
Hamilton, Ontario **1-800-387-9060**
L8P 1H1

Hours: 8:00 am to 5:00 pm Monday to Friday

Executive(s): Harold Little, Manager

Description:

Program of the Ontario Ministry of Housing creating a computerized, province-wide Rent Registry. The Registry will record on computer the maximum legal rent which can be charged for every private rental unit in the province. This information will be available free of charge to tenants, prospective tenants and landlords. Access to information stored in the Rent Registry will be through the 21 local rent review offices located across the province.

Area served: Hamilton Wentworth, Haldimand-Norfolk, Burlington, and Brant, Oakville, Halton Region
Accessibility: Yes
Fees: None

Rent Review Services **479**

local calls **528-8701**
long distance **1-800-668-9596**
Zenith 96000

Description:

Administration of Residential Rent Regulation Act 1986. Advise and assist public on procedures and problems related to landlord and tenant matters, and rent increases. All increases in rent over the provincial maximum must be applied for to Rent Review Services. Will also provide information regarding legislation procedures.

ONTARIO. ONTARIO MINISTRY OF INDUSTRY, TRADE AND TECHNOLOGY 480

Bank of Montreal Tower
1 James Street North, Ste #200
Hamilton, Ontario
L8R 2K3

521-7783

Small Business Hotline:
1-800-387-6142

Hours: 8:30 am to 5:00 pm Monday to Friday

Contact(s): P. Wilson, Senior Business Consultant

Description:

Supports manufacturing sector through counselling, government programs and initiatives. Works with manufacturers and processors.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

Business Advisory Centre 481

1 James Street South, 7th Floor
Hamilton, Ontario

577-6606
(New Ventures) **1-800-387-0070**

Mail address: P.O. Box 910
Hamilton, Ontario
L8N 3V9

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Anthony Colalillo,
Manager of Business Development

Description:

Provides a one stop, one source, self-help centre for people interested in starting up in business. The Centre will get the person in touch with the correct sources or find out the information and get back to the individual. The Business Advisory Centre has application forms for NEW VENTURES. If eligible, new businesses may obtain a loan of up to $15,000 from a financial institution guaranteed by the Ontario Government at a reasonable interest rate.

Area served: Hamilton Wentworth
Accessibility: Yes

Ontario Development Corporation **482**

Bank of Montreal Tower **521-7785**
1 James Street North, Ste. #200
Hamilton, Ontario
L8R 2K3

Hours: 8:30 am to 5:00 pm Monday to Friday

Contact(s): A. Tofano, Consultant
J. Sugden, Consultant

Description:

Supports manufacturing sector through counselling, government programs, loans and initiatives.

Major Service: Work with manufacturers and processors.

Area served: Oakville, Burlington, Hamilton Wentworth, and Niagara Peninsula
Accessibility: Yes
Fees: None

ONTARIO. ONTARIO MINISTRY OF LABOUR 483

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119 King Street West, 8th Floor **521-7736**
Hamilton, Ontario
L8N 3Z9

Hours: 8:00 am to 5:00 pm Monday to Friday

Contact(s): Susan McAloney, District Office Administrator

Description:

Enforcing labour laws, ie. minimum wage, vacation pay, termination pay, wage complaints, etc. and industrial safety laws and construction safety laws.

Health and Safety Support Services - chemicals, noise, surveys, hazardous substances, etc.

Major Services:

1. Collecting wages on behalf of complainants.

2. Industrial establishment investigation (SAFETY).

3. Construction site investigation (SAFETY).

4. Occupational health surveys - hazardous substances, noise, etc.

Emergency Services: Answering service after 5:00 pm until 8:00 am and on weekends/holidays, dial 1-416-965-6664.

Area served: Hamilton and Oakville, Niagara Peninsula
Accessibility: Yes

Office of the Employer Advisor **484**

25 Main Street West **521-7850**
Hamilton, Ontario **1-800-263-8564**
L8P 1H1

Executive(s): Peter Hagopian, Employer Advisor

Description:

To provide advisory services and advocate on behalf of employers on policy matters pertaining to the Workers' Compensation Act.

Office of the Worker Advisor **485**

1221-25 Main Street West **521-7571**
Hamilton, Ontario **1-800-263-9209**
L8P 1H1 **1-800-263-8572**

Hours: 9:00 am to 5:00 pm Monday to Friday

Description:

To advise members of the workforce who are having difficulties with receiving compensation from the Workers' Compensation Board (ie. preparing appeals, obtaining medical information, etc.)

Area served: Hamilton, Oakville, and Niagara Peninsula
Accessibility: Yes

Workers' Compensation Board **486**

Standard Life Centre **523-1800**
120 King Street West (Plaza Level) **1-800-263-8488**
Hamilton, Ontario
L8P 4V2

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Chris Hornberger, Director Hamilton South
Jim McKitterick, Director Hamilton North

Contact(s): Bob Blaymires, Assistant Director, Hamilton South
John Austin, Assistant Director, Hamilton North

Description:

Provides compensation, health care, rehabilitation services, and pensions for Ontario employees injured in on-the-job accidents. Major Services include:

1). Claims Services: Determines claims entitlement, calculates compensation, and authorizes payment of benefits to eligible claimants.
2). Health Care Benefits: Adjudicates and pays all reasonable medical expenses including treatment by various types of treating agencies, drugs, and travel relating to treatment of the compensable disability.
3). Vocational Rehabilitation: Assists injured workers to return to gainful employment. Provides counselling, vocational assessment, job placement, educational upgrading and retraining and vehicle and home modifications where applicable, medical certification needed.

Area served: Hamilton Wentworth, Halton
Haldimand-Norfolk, and Brant, Niagara

Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF REVENUE

Retail Sales Tax Branch **487**

119 King Street West **521-7504**
Hamilton, Ontario **1-800-263-9229**
L8N 3Z9

Mail address: P.O. Box 2112
Hamilton, Ontario
L8N 3Z9

Hours: 8:15 am to 4:30 pm Monday to Friday

Description:

The Ministry administers the major taxing statutes of Ontario, such as the Corporations Tax Act, Retail Sales Tax Act, etc.

Area served: Hamilton-Wentworth, Niagara, Haldimand-Norfolk, County of Brant
Fees: None

Tax Revenue and Grants Program
Guaranteed Income and Tax Credit Branch
Guaranteed Annual Income System **488**

33 King Street West
Oshawa, Ontario
L1H 8H8

1-800-263-7965
(French) **1-800-668-5821**
TTY-TDD 1-800-263-7776

Mail address: P.O. Box 624
Oshawa, Ontario
L1H 8H8

Hours: 8:15 am to 4:30 pm Monday to Friday

Description:

The Guaranteed Annual Income System program provides additional financial assistance to many senior citizens who collect Old Age Security and the Federal Guaranteed Income Supplement. GAINS assistance is calculated on the basis of income reported to Health and Welfare Canada, and payments are issued automatically to eligible Ontario residents whose income from these sources falls below the income level guaranteed by the province. For information about GAINS, call the Multilingual Information Centre.

Area served: Ontario
Accessibility: Yes

Multilingual Information Centre **489**

1-800-263-7965
(French) **1-800-668-5821**

Description:

A multilingual Information Centre that will answer any questions about the Ontario Tax Grant or tax Credit programs.

Area served: Ontario
Accessibility: Yes

Ontario Tax Grants for Seniors **490**

1-800-263-7965
(French) **1-800-668-5821**
TTY-TDD 1-800-263-7776

Description:

Ontario Tax Grants for Seniors provides direct annual grants to offset municipal, school and sales taxes for people 65 and over.

Property Tax Grants: Senior citizens who pay property taxes directly or as part of rent may claim a Property Tax Grant of up to $600 per household. Applications are mailed annually to Old Age Security recipients and other seniors who have established eligibility.

Sales Tax Grants:
An annual $50 Sales Tax Grant is sent automatically to Old Age Security recipients and other qualified pensioners.

Area served: Ontario
Accessibility: Yes

Guaranteed Income and Tax Credit Branch,
Guaranteed Annual Income System
Ontario Tax Credits **491**

1-800-263-7965
(French) **1-800-668-5821**
TTY-TDD 1-800-263-7776

Description:

Ontario Tax Credits provides for residents under 65 as of December 31 of the tax year:

Property Tax Credit based on occupancy costs - (property tax paid by a homeowner or 20% of rent paid in 1987) on a principal residence. Calculation is as follows:

* occupancy costs or $250.00 whichever is less, plus
* 10% of occupancy costs.

Sales Tax Credit of $100 per eligible adult and $50 per dependant child. The combined total of the above two credits is reduced by 2% of the total income for Ontario Tax Credit purposes less $4000. The maximum Property and Sales Tax Credit is $1,000. A foreign student admitted to Canada as a visitor may claim Property and Sales Tax Credits.

Provides for all residents:

The Political Contribution Tax Credit is based on contributions made to a registered Ontario political party, constituency association or candidate in an Ontario provincial election. Individuals must have Ontario tax payable in excess of the Property and Sales Tax Credits. The maximum Political Contribution Tax Credit is $750.

The Ontario Home Ownership Savings Plan tax credit provides incentive for individuals and couples to save toward the purchase of a first home. The credit is based on qualifying contributions made to a participating financial institution.

To claim Ontario Tax Credits, applicants must complete the mauve Ontario Tax Credit form included with the Federal Income Tax Return, and mail both to the Federal Taxation Data Centre. For information about Ontario Tax Credits, call the Multilingual Information Centre.

Area served: Ontario
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF SKILLS DEVELOPMENT 492

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119 King Street West, 7th Floor **521-7764**
Hamilton, Ontario
L8N 3Z9

Mail address: P.O. Box 2112
Hamilton, Ontario
L8M 3Z9

Hours: 8:30 am to 4:30 pm Monday to Friday

Description:

Goals of the Ministry are to create a training culture that promotes life-long learning; to work with other groups to eliminate illiteracy; to equip people with

appropriate job skills; to encourage federal government labour market adjustment and training support activity which complements that of Ontario; to develop and share labour market expertise; and to contribute to the Ontario government objectives of helping individuals receiving social assistance achieve greater self-reliance and improve their access to employment opportunities.

Area served: Hamilton Wentworth and Niagara Peninsula, Brant County, Haldimand
Accessibility: Yes

Skills Training Division
Apprenticeship Branch **493**

521-7764

Contact(s): Industrial Training Consultants

Description:

Skills training, and certification of trades people such as mechanics, hairdressers, etc. This Ministry can evaluate trade documents to determine a person's qualifications. They will explain how to get an Ontario Certificate of Qualification if you need one to work in your trade. They can also assist in getting into apprenticeship training programs. Hairdressing and all kinds of trade licenses are also renewed with this department.

Area served: Hamilton Wentworth and Niagara Peninsula, Brant County, Haldimand
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF THE ATTORNEY GENERAL **494**

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720 Bay Street **1-416-326-2220**
Toronto, Ontario
M5C 2K1

Description:

The Ministry of the Attorney General administers the court system throughout Ontario.

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119 Main Street East
Hamilton, Ontario
L8N 3Z3

528-0134

Hours: 8:00 to 4:30 pm Monday to Friday

Executive(s): Mr. N.B. Lowe, Deputy Area Director

Description:

The Ontario Legal Aid Plan is administered through the Law society of Upper Canada on behalf of the Ministry of the Attorney General. Its aim is to provide lawyers in civil and criminal matters to people who qualify financially. Ontario Legal Aid Plan funds the following Legal Aid Clinics. For details about each, see separate entries under individual names.

Legal Aid Clinics:

Dundas Community Services
Dundurn Legal Services
Hamilton and District Multicultural Council
Hamilton Psychiatric Hospital Legal Aid Clinic
McMaster Students Union Incorporated
McQuesten Legal Community Services
North End Information Services
Hamilton Mountain Legal Services
St. Matthew's House

STEP BY STEP PROCEDURE:

1) Go to the Legal Aid Plan office or call them and they will decide whether your type of problem is covered by legal aid.

2) If your problem is covered they will direct you to the Ministry of Community and Social Services

3) Once assessed the individual selects a lawyer of his/her choice. About 90% of the lawyers in Hamilton accept legal aid cases.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Based on an individual assessment

Communications Branch
Victim Witness Assistance Program **496**

125 Main Street East **528-0054**
Hamilton, Ontario
L8N 3S1

Hours: 8:15 am to 4:30 pm Monday to Friday

Contact(s): Carol Salmon, Acting Co-ordinator
Kathryn Stoyke, Assistant

Description:

To familiarize the public with court proceedings, answer questions, and provide emotional support for victims, or witnesses, of crime. Looks after victims/witnesses involved with cases in the Hamilton Wentworth courts.

Area served: Hamilton-Wentworth
Accessibility: Yes

Ontario Court of Justice
General Division **497**

50 Main Street East **528-6708**
Hamilton, Ontario
L8N 1E9

Hours: 8:30 am to 4:45 pm Monday to Friday

Contact(s): Reno Violin, Sheriff

Description:

Nerve-centre for all judicial services for the Judicial District of Hamilton-Wentworth; probate estates; also Supreme and District Court Criminal cases, and Civil cases.

Area served: Judicial District of Hamilton Wentworth
Accessibility: Partially accessible to the physically disabled

General Division
Small Claims Court **498**

140 Hunter Street East **522-9063**
Hamilton, Ontario
L8N 1M6

Mail address: P.O. Box 680
Hamilton, Ontario
L8N 3M6

Hours: 8:30 am to 4:45 pm Monday to Friday

Contact(s): Isobel Ross, Acting Clerk
Linda Dembe, Court Referee 527-0851

Description:

People are referred to the Small Claims Court who want to issue claims under $1,000. Staff at the Court assist in giving direction in the preparation of a claim and in the enforcement of the judgement.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Varies

Provincial Division **499**

125 Main Street East **525-1840**
Hamilton, Ontario
L8N 3S1

Hours: 8:30 am to 4:45 pm Monday to Friday

Contact(s): Darlene McNeil, Acting Court Administrator

Description:

Ontario Court, Provincial Division. Try criminal Federal and Provincial statutes and Municipal Bylaws of Hamilton and the Judicial District of Hamilton-Wentworth.

JUDGES:

Anton Zuraw (Senior Judge)
Norman Bennett
R. T. Bennett
A. J. Marck
P. R. Mitchell
M. J. Perozak
B. Zabel

JUSTICES OF THE PEACE:

Ms/Mr. Casey, Castro, Ford, Parks, Stevely, Straughan

Area served: Hamilton Wentworth
Accessibility: Yes

Provincial Division

Unified Family Court **500**

55 Main Street West **525-1550**
Hamilton, Ontario
L8P 1H4

Hours: 8:30 am to 4:45 pm Monday to Friday

Contact(s): Mr. Gerry K. McNeilly, J.P., Court Administrator

Description:

Judges of Court:

The Honourable Mr. Justice Thomas A. Beckett
The Honourable Mr. Jusice Derek Mendes da Costa
The Honourable Mr. Justice David M. Steinberg
The Honourable Mr. Justice John E. Van Duzer
The Honourable Madam Justice Patricia H. Wallace

Area served: Judicial District of Hamilton Wentworth
Accessibility: Yes

Unified Family Court, Mediation Service **501**
577-8308

Description:

Mediation at the Unified Family Court is a voluntary alternative to, or an option within, the adversary system which provides families with an opportunity to resolve their own disputes regarding custody and/or access with the help of an impartial professional. In addition, the Mediation Department will be providing comprehensive mediation including custody, access, property and support for a three year project, commencing in 1991.

Area served: Hamilton Wentworth
Accessibility: Yes

Support and Custody Enforcement Office **502**

Century 21 Building Taped Message **1-800-267-7263**
100 Main Street East, 1st Floor
Hamilton, Ontario
L8N 3W6

Hours: 8:15 am to 4:30 pm Monday to Friday

Contact(s): Kay Beal

Description:

To track down defaulting spouses in some Canadian provinces and in 26 of the states in the U. S., as well as some other countries. Court support orders will be automatically filed with the Support and Custody Enforcement Office. Spouses will be required to make their payments to the office which will then send a cheque to the recipient. The computer will notify an enforcement officer if a payment is late and a first-time defaulter will be telephoned or sent a letter giving him five days to pay. A recipient has the option to withdraw from the program and receive support payments directly from the spouse.

Accessibility: Yes
Fees: None

ONTARIO. ONTARIO MINISTRY OF THE ENVIRONMENT

Operations Division
West Central Region **503**

119 King Street West **521-7640**
Hamilton, Ontario
L8N 3Z9

Mail address: P.O. Box 2112
Hamilton, Ontario
L8N 3Z9

Hours: 8:15 am to 4:30 pm Monday to Friday

Executive(s): Mr. B.I. Boyko, Director

Description:

The service, assessment and enforcement services are readily available to the public, municipalities and industry by contact with the Hamilton Regional and District office.

Major Services:

Environmental protection, abatement programs, complaint investigations, and environmental assessments.

Area served: Hamilton Wentworth
Accessibility: Yes

ONTARIO. ONTARIO MINISTRY OF TOURISM AND RECREATION

Tourism and Recreation Operations Division

Ontario Travel Information **504**

77 Bloor Street West
Toronto, Ontario
M7A 2R9

Toronto Area **1-416-965-4008**
English outside Toronto area **1-800-668-2746**
(French) **1-800-268-3736**
TTY-TDD 1-965-6027

Hours: 8:00 am to 6:00 pm Monday to Friday
8:00 am to 6:00 pm Daily
(Mid-May to Labour Day)

Description:

Provides Ontario travel information to the public. Answers telephone enquiries and supplies publications on tourist attractions, accommodations, camp grounds and parks, events, festivals, exhibitions and tours, facilities for hunting, summer and ice fishing, boating, skiing, and other winter activities. Provide Ontario road maps free of charge. Similar to Festival Country but have much more. Have information on all 13 Provincial Travel areas. Also have an office at the Eaton's Centre in Toronto, on Level 2 Below, in Eaton's.

Area served: Ontario
Fees: None

Recreation Office **505**

119 King Street West, 8th Floor
Hamilton, Ontario
L8P 4T9

521-7244
1-800-263-8521

Mail address: P. O. Box 2112
Hamilton, Ontario
L8N 3Z9

Hours: 8:30 am to 4:45 pm Monday to Friday

Description:

Recreation Office provides consultative services to local organizations related to the interests of sports, fitness and recreational services. Financial support is available through a variety of Ministry grant programs and lottery based funds, eg. Wintario.

Area served: Hamilton Wentworth and Halton Regions, County of Brant, Six Nations Reserve, Mississauga (New Credit Reserve) and Norfolk Section of the Regional Municipality of Haldimand-Norfolk.

Accessibility: Yes

ONTARIO SOCIETY FOR AUTISTIC CITIZENS

Hamilton Wentworth Chapter **506**

c/o 15 Rita Street
Dundas, Ontario
L9H 4S1

Executive(s): Jackie Adamson, President 389-6885

Contact(s): Lorrie Cheevers (H) 627-1050
(B) 525-9140
Ext. 3418

Description:

Information and referral on autism. Advocacy for all autistic persons. Major services include service to chapters and service to members through chapters.

There are 16 chapters in Ontario.

Area served: Hamilton Wentworth
Fees: $25.00 per family membership
(mail to headquarters)

OPERATION BLESSING 507

749A Barton Street East **549-7153**
Hamilton, Ontario
L8L 3A4

Hours: 10:00 am to 2:30 pm Tuesday to Friday

Description:

A program of the 700 Club. A non-denominational group providing used clothing and footwear for women, men and children. Also some household goods and food, baby clothes, equipment and maternity clothes. Also provides groceries when they are available.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

OVEREATERS ANONYMOUS 508

24 hour tape **549-5442**

Contact(s): Betty
Sharon 549-9401

Description:

Our primary purpose is to stop compulsive overeating. Welcomed in fellowship and friendly understanding all those who share our common problem.

Major Services:

Overeaters Anonymous is a fellowship of men and women who meet to share their experiences, strength and hope with one another in order that they may solve their common problem and help those who still suffer to recover from compulsive overeating.

Area served: Hamilton Wentworth
Accessibility: N/A
Fees: None

PARENT FINDERS - HAMILTON AND DISTRICT 509

36 Woodbridge Road
Hamilton, Ontario
L8K 3C9

547-2202

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Lou Kuttschrutter, Director

Description:

A non-profit organization consisting of adoptive parents, birth parents and adoptees who are searching for their biological heritage and birth parents.

Major Services:

Parent Finders maintains a national registry of birth parents and adoptees. If the biological parent and adoptee both register and there is a match, they are put in touch with each other. We assist both parties in their search, and act as an intermediary when contact is to be made. Regular monthly meetings 1st Thursday of each month at 8:00 pm at Olivet United Church on Empress Street (on the Mountain).

Support Groups:

a) Post reunion Group

b) Search

c) Birth reunion group

d) Adoptee Group

Counselling is also available for birth mothers.

Area served: Niagara Peninsula, Hamilton, Brantford, Cambridge and Burlington areas.

Accessibility: Yes

Fees: $40.00 (one time fee)

St. John's School
653 Brant Street
Burlington, Ontario
L7R 2H1

(Office) **333-3971**
(Hotline) **632-7976**
(Hotline) **527-5717**

Mail address: P.O. Box 843
Burlington, Ontario
L7R 3Y7

Executive(s): Frances Wass, Executive Director

Description:

The purpose of this organization is to offer support to parents who are experiencing difficulty with their parenting. We help parents feel better about themselves as people and as parents, to see themselves as worthwhile, capable and responsible. In this way, we help parents alter ineffective child-rearing patterns which may have been passed on in their families as a generational legacy.

Major Services:

1. A 24-hour, 7-day-a-week telephone hotline staffed by trained volunteers to help parents handle effectively stressful situations which often result in the abuse or neglect of a child.

2. Limited outreach by volunteers trained to make visits to parents to help them deal more constructively with crisis and stressful situations.

3. Referral services to help find apropriate community resources to meet their specific needs.

4. Weekly Parents Anonymous group meetings, facilitated by professional volunteer sponsors, where parents can share experiences in a private informal atmosphere. Parents support one another and learn alternate methods of parenting.

Area served: Hamilton Wentworth, Burlington, and Oakville

PARKINSON FOUNDATION OF CANADA - HAMILTON CHAPTER 511

Executive(s): Dorothy Carl, President (H)544-8907
25 Martin Rd.
Hamilton, Ontario
L8K 3N3

Joe Carl, Chairman (H)544-8907

Contact(s): Nancy Miller, Community Relations (H)544-3214
Kay Gilchrist, Secretary (H)527-0302

Description:

Contact group for Parkinson patients and their families. Supports research for treatment and cure of Parkinson's disease. Meetings for Parkinson patients take place every other Saturday at St. Peter's Hospital.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $10.00 local membership fee, $15.00 National fee.

PARTICIPATION HOUSE - HAMILTON AND DISTRICT 512

2080 Trinity Church Road **692-4465**
R.R. #1
Binbrook, Ontario
L0R 1C0

Hours: 9:00 am to 5:00 pm Monday to Friday.
Also 24-hour answering service from resident care office.

Executive(s): Donna Imeson, Executive Director

Description:

This is a residential complex for severely physically disabled young adults 18 to 50 year of age.

Major Services:

Complete residential service is provided for 40 people. Units consist of private bedrooms with adjoining semi-private bathrooms. All areas are wheelchair accessible. Privacy, individuality and independence are stressed to help each person develop his or her potential. A full schedule of activities is offered Monday to Friday. There are a wide variety of programs from which you can choose e.g. swimming; fitness; sign language; bliss; computer; pottery; current events; cooking; and preparing for apartment living.

A temporary accommodation program is available to provide a respite period for primary care givers. A small daily fee is charged for this service.

Day program is available Monday to Friday. Enrolment is limited. Clients are responsible for transportation and meals. Brochures are available on all services and programs.

Area served:	Hamilton Wentworth and placements from outside the region are not restricted
Accessibility:	Yes
Fees:	Temporary stay service has a per diem charge.

Attendant Care Outreach Program **513**

Description:

This program for disabled adults, operated by Participation House - Hamilton and District, is available to provide disabled adults with assistance with non-medical care and meal preparation in their own homes for a maximum of three hours a day, seven days a week, at no cost to the client. It is geared to help adults continue with their education, employment or community based activities. The purpose is to help maintain them in their own homes. For further information about the program contact the Outreach Program Coordinator.

Area served: Hamilton Wentworth

PASTORAL COUNSELLING CENTRE (HAMILTON-WENTWORTH) 514

354 King Street West
Hamilton, Ontario
L8P 1B3

529-5400

Hours: By appointment only.

Executive(s): Rev. Ronald H. T. Owston, Executive Director

Contact(s): Frances Cameron,
Director of Administration and Development

Description:

To offer a full service of individual, marital, family and group counselling and a training setting for qualified practitioners.

Major Services:

Traditional forms of counselling are enhanced by respect for the individual's religious tradition and experience. Short and long term arrangements can be made.

A therapy group stressing growth-oriented therapy is offered in a group setting. Those who join the group therapy are asked to commit to at least eight weeks.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: Sliding scale of contributions according to income.

PATH EMPLOYMENT SERVICES 515

350 Kenilworth Avenue North
Hamilton, Ontario
L8H 4T3

545-3475
FAX 545-1241
TTY-TDD 545-1448

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Aznive Mallett, Executive Director

Description:

To assist the physically disabled job seeker find secure and maintain appropriate employment beneficial to themselves and employer.

Major Services:

Our Employment Service for physically disabled persons provides for employment readiness and permanent employment by exploring with the disabled person their interests, skills, physical functioning, work values, training and education. We provide information regarding training, education, community resources and monetary assistance. PATH prepares the job seeker for interviews and referrals with necessary documents i.e. resumes, application forms, etc. and conducts individualized job searches according to the needs and skills of the job seeker. Finally PATH provides support and follow-up on specialized aids, career advancement and any other assistance that will provide successful employment.

Our professional placement services for employers includes awareness of an untapped portion of the work force, assistance in exploring job sharing and job redesign options, and provide information regarding skills, strengths and limitations of persons with various physcial disabilities. Information on adaptive devices, employment equity, accessibility and functional demands analysis are some of the resources available to employers. PATH will provide follow-up to the employer and ongoing assistance as required for successful employment.

PATH is a free service provided by the Outreach Program of Employment and Immigration Canada, accessible to all individuals with physical limitations. Close co-operation is maintained with other agencies involved in vocational development of the disabled.

Area served: Hamilton-Wentworth and Burlington
Accessibility: Yes
Fees: None

Creative Employment Initiatives Program (CEIP) **516**

545-3475
FAX 545-1241
TTY-TDD 545-1448

Contact(s): Patrick White, Project Co-ordinator

Description:

The Creative Employment Initiatives Program is designed to assist individuals with physical limitations who have been unsuccessful in achieving employment

in a typical worksite. CEIP helps these individuals obtain "homebound" employment to meet their needs. Clients benefit by obtaining employment that can be carried out in their own home. CEIP has many cost saving benefits. Employers save money because they do not have to invest in full-time employees or work space. Employers also benefit from free referral and follow up to reliable and committed personnel.

Area served: Hamilton-Wentworth and Burlington
Accessibility: Yes
Fees: None

PLANNED PARENTHOOD HAMILTON 517

611-20 Hughson Street South **529-5548**
Hamilton, Ontario
L8N 2A1

Contact(s): Fran Agnew

Description:

Planned Parenthood Hamilton is a non-profit volunteer based charitable organization dedicated to creating a community where responsible sexual behaviour is practised and supported. Services include public education, advocacy, and research.

Area served: Hamilton Wentworth
Accessibility: Yes

Dr. Elizabeth Bagshaw Birth Control Clinic 518

528-3009

Hours: 9:00 am to 4:30 pm Monday to Friday
9:00 am to 6:00 pm Thursday

Executive(s): Linda Sadler, Clinic Director

Description:

The Dr. Elizabeth Bagshaw Clinic is staffed by doctors and nurses and provides information and clinic services and/or referral concerning:

- birth control
- pregnancy

- pregnancy testing
- sexually transmitted diseases
- sexuality
- pap smears and breast exams
- related health needs

Area served: Hamilton Wentworth
Accessibility: Yes

Facts of Life Line **519**

529-5922
(24 hours per day)

Description:

A confidential computerized telephone information service, (for touch tone phones only) which provides recorded messages on a variety of topics, e.g., contraception, sexuality, sexually transmitted diseases, infertility,

Area served: Hamilton Wentworth
Accessibility: Yes

Thelma Will Resource Centre **520**

529-5548

Hours: 9:00 am to 1:00 pm Monday to Friday

Description:

The Thelma Will Resource Centre provides information and resource material on human reproduction, family planning, pregnancy, sexual education, and parenting.

1). Parent Support: Seminars, literature and counselling are available to encourage parental participation in the sexuality education of their children.

2). Speaker's Bureau: Provides trained and informed speakers for schools, organizations, and community groups

3). Social comment in response to issues and trends that affect human sexuality and reproduction.

4). Research and Advocacy

Area served: Hamilton Wentworth
Accessibility: Yes

POISON INFORMATION CENTRE 521

c/o The Hospital for Sick Children
555 University Avenue
Toronto, Ontario
M5G 1X8

1-416-598-5900

(For area codes 416, 519, 613, 705 and 807 only)
1-800-268-9017

Hours: 24 hours a day, 7 days-a-week.

Description:

To provide a poison information service for any person (or animal) that may have ingested or have been exposed to a toxin. Assistance is given to any person regarding poisonings.

Area served: Ontario
Accessibility: Yes

PORTUGUESE INFORMATION CENTRE 522

152 Park Street North
Hamilton, Ontario
L8R 2N3

526-9917
527-4393

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Rev. Francisco Janeiro, President
Maria L. Nordeste, Co-ordinator

Contact(s): Abel Fula, Community Worker
Mrs. Helena Medeiros & Sr. Maria Rocha, Portuguese Liasons

Description:

The purpose of the centre is to help integrate the Portuguese community with Canadian society. Major services include:

1. Information and referral.
2. Informal education.

3. Informal counselling.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: None

PRESCHOOL FOR HEARING IMPAIRED STUDENTS 523

Queensdale School **387-5744**
67 Queensdale Avenue East
Hamilton, Ontario
L9A 4A9

Hours: 1:30 pm to 3:30 pm Monday to Friday

Executive(s): Mrs. Christine Lebi, Principal
Mr. R. G. Adams, Supervisor of Special Services
Hamilton Board of Education

Description:

To provide a language rich environment in which each hearing impaired child can reach his/her full potential socially, emotionally, intellectually, creatively and physically.

Major Services:

1. An Aural/Oral or Total Communication approach to language acquisition
2. Individual tutorials in auditory training and speech development
3. Play-based program.

Area served: Hamilton
Accessibility: Yes

PSYCHIATRIC PATIENT ADVOCATE OFFICE 524

388-2454

Mail address: Hamilton Psychiatric Hospital
P.O. Box 585
Hamilton, Ontario
L8N 3K7

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Linda Carey, Patient Advocate

Description:

Provides the following service to all in-patients of the Hamilton Psychiatric Hospital:

- to advance the human rights of psychiatric patients
- to inform the patient, family, hospital staff and community of patient's human rights
- to assist, enable, facilitate and co-ordinate the complaints of psychiatric patients
- to fully investigate patient's complaints
- to assist patients with complaints and provide an avenue for solutions through negotiation according to the patients' instructions
- to refer, when necessary, to community advocacy resources such as lawyers, and community organizations

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

QUEENSTON PARENT-CHILD DROP IN CENTRE

Parent and Child Program **525**

349 Queenston Road **545-6551**
Hamilton, Ontario
L8K 1H8

Hours: Monday: 9:00 am to 12:00 noon
Tuesday to Friday: 9:00 am to 4:30 pm

Contact(s): Angela Shibish, Program Co-ordinator
Georgina Burley, Program Co-ordinator

Description:

This Hamilton Area Resource Centre offers services of support, prevention, education and information to families and caregivers in the community.

Major Services:

1. Children's playgroups with parent participation.
2. Toy lending library.
3. Adult workshops and discussion groups.
4. Guest Speakers.
5. Referral services to appropriate agencies.
6. Child Care Registry.
7. Clothing and coupon exchange.
8. Parent Resource Library.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: There is no user fee, although the centre encourages nominal annual memberships.

ROBERT MAC HOME FOR RETARDED CHILDREN 526

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43 + 47 Delaware Avenue **527-1313**
Hamilton, Ontario
L8M 1T5
Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mrs. M. MacGillivrary, Director

Description:

Private home for the mentally and physically handicapped children ages infant to 21. Licensed under the Child Welfare Act since 1962.

Area served: Ontario
Accessibility: Yes

MacIntosh Children's Residence 527

45 Delaware Avenue **527-1313**
Hamilton, Ontario
L8M 1T5

Description:

Home for mentally handicapped children, 6-21 years of age. There will be an addition to this Home in the near future of a treatment centre for the children.

Area served: Ontario
Accessibility: Yes

ROXBOROUGH PARC EAST END MULTI-SERVICE CENTRE 528

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16 Eastwood Street **545-0565**
Hamilton, Ontario
L8H 6R7

Hours: 8:30 am to 4:00 pm Monday to Friday

Contact(s): Sister Katherine Godfrey, CSJ, Coordinator

Description:

A multi-service neighbourhood centre which makes available a variety of easily accessible social services. These services address the social needs of the McQuesten Neighbourhood and surrounding area.

Services Available:

1. Emergency food and clothing.
2. Seniors Activation and Maintenance Program (SAM East).
3. Senior culture and recreation group.
4. Information, referral and counselling.
5. Family Support Resource Centre

Area served: Hamilton East and McQuesten neighbourhood
Accessibility: Yes
Fees: None

Roxborough Family Support Resource Centre
Drop-In Program 529

Hours: 9:15 am-11:45 am Monday
1:00 pm-3:30 pm Tuesday and Thursday
9:15 am-11:45 am and 1:00 pm-3:30 pm
Wednesday and Friday

Description:

- for children 0 - 5 years of age
- parents, caregivers, children can drop in for playgroups, trips, etc.

- information and referral
- education and resources

Area served: Roxborough area and McQuesten and Environs

Adult and Child Program **530**

Hours: 9:15 am-11:45 am Tuesday and Thursday

Contact(s): Jane Hines, Program Co-ordinator

Description:

This is a Hamilton Area Resource Centre with the following program:

Mom's Group:

- relief time for Mom
- discussion groups on women, nutrition, parenting, childcare, health and topics of interest
- supervised children's programs available
- nutritious snack provided
- bus tickets available
- information and refrral

Area served: Roxborough area and McQuesten and Environs

RYGIEL HOME 531

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431 Whitney Avenue **525-4311**
Hamilton, Ontario
L8S 2H6

Hours: 8:30 am to 9:30 pm 7 days a week

Executive(s): P. J. Di Francesco

Contact(s): Donna Marcaccio, Administrator

Description:

Rygiel Home provides residential care and adult day programs for severely retarded, multihandicapped children and adults.

Major Services:

- Residential Care
- Respite Care
- Adult Day Programs

Area served: Hamilton Wentworth
Accessibility: Yes

ST. ANDREW'S BENEVOLENT SOCIETY OF HAMILTON 532

Executive(s): James McNeil, President 547-1939
10 Weir St. North
Hamilton, Ontario
L8H 5E6

Description:

To afford assistance to Scots and their descendants, especially immigrants, who might be in need of aid.

Major Services:

General benevolence.
Dances and social get-togethers.

Area served: Open
Fees: $10.00/year

ST. ELIZABETH VISITING NURSES ASSOCIATION 533

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698 King Street West 522-6887
Hamilton, Ontario
L8P 1C7

Hours: 8:00 am to 4:30 pm Monday to Friday

Executive(s): Sharon Campbell, B.Sc.N., Executive Director
Rita Soluk, President

Description:

To provide nursing care and health education in the home on a visiting basis. The service is available to anyone in Hamilton Wentworth and Halton Regions. A participating agency in the Hamilton-Wentworth and Halton Home Care Programs.

Major Services:

1. Medically supervised skilled nursing care treatment and health teaching to anyone in their home on a visiting basis.

2. Service in conjunction with other community programs.

3. Palliative care.

4. Participation in the educational programs of student nurses from Mohawk College and McMaster University Medical Centre.

Area served: Hamilton Wentworth and Halton

ST. GEORGE'S BENEVOLENT SOCIETY OF HAMILTON 534

Mail address: P.O. Box 5031, Station E
Hamilton, Ontario
L8S 4K9

Executive(s): John R. Murphy, President 527-5641
E. Sealy-Jones, Secretary-Treasurer 527-4128

Description:

Formed for benevolent, social and patriotic purposes among people of English and Welsh descent.

Area served: Hamilton Wentworth

ST. GEORGE'S MISSION SOCIETY (S.G.M.S.) COUNSELLING CENTRE 535

220 Main Street West **528-7799**
Hamilton, Ontario
L8P 1J3

Hours: By appointment

Executive(s): Rev. Doctor John Girhiny, Executive Director

Description:

Long and short term counselling for adults.

Major Services:

1. Marriage, family and individual counselling.
2. Credit/debt counselling.
3. Sexual assault (where it is an adult who was abused as a child)
4. Family, divorce and separation mediation.
5. Premarital counselling.
6. Educational consulting.
7. Assistance to small business and non-profit groups.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: Geared to income

ST. JOHN AMBULANCE ASSOCIATION AND BRIGADE 536

500 Upper Wellington Street **387-1880**
Hamilton, Ontario
L9A 3P5

Hours: 8:30 am to 4:00 pm Monday to Friday

Executive(s): Pearl Butler, Executive Director

Description:

The association undertakes the teaching of the principles of first aid, CPR, home nursing, and child care to any person or group interested.

Major Services:

The volunteer members of the Brigade are available to render first aid at events or parades. The Brigade operates three mobile first aid units. On-call for police or fire departments in emergencies. Brigade meetings Tuesdays 7 - 10 pm

Area served: Hamilton Wentworth
Fees: Donations accepted

ST. JOSEPH'S HOSPITAL 537

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50 Charlton Avenue East **522-4941**
Hamilton, Ontario
L8N 1Y4

Hours: 24 hours

Executive(s): Allan J. Greve, Executive Director

Description:

To provide acute care, general hospital service to the community and the region.

A fully accredited, acute, teaching hospital with medical, surgical, pediatric, emergency services, obstetrical and psychiatric departments. Regional centre for nephrology (hemo-dialysis, peritoneal dialysis, kidney transplantation) and for respirology. Operates a Post Partum Clinic. Also has St. Joseph's Hospital Volunteer Association

Area served: Open

Family Life Centre of St. Joseph's Hospital 538

Fontbonne Building **527-3266**
F-216 - 301 James Street South
Hamilton, Ontario
L8N 1Y4

Hours: 2:00 pm to 4:00 pm Thursday
7:00 pm to 9:00 pm Thursday

Executive(s): Dr. Kevin Tompkins, Director 525-2025
Barbara Dwyer, R.N., Coordinator

Description:

To inform and counsel couples and individuals in natural family planning methods for planning or preventing pregnancy. Major services:

1. Professional counselling to couples and individuals.
2. All natural methods are available.
3. Expertise specifically in Sympto-Thermal method.

Area served: Hamilton Wentworth
Accessibility: Yes

Firestone Chest and Allergy Clinic **539**

50 Charlton Avenue East **521-6000**
Hamilton, Ontario
L8N 1Y4

Description:

A respiratory care and allergy clinic.

Hamilton Women's Detox Centre **540**

48 Rosslyn Avenue North **545-9100**
Hamilton, Ontario
L8L 7P2

Hours: 24 hours Monday to Sunday

Executive(s): Lorraine Chapman, Coordinator

Description:

A 6-bed non-medical crisis centre for women who are intoxicated or withdrawing from alcohol or other drugs. The Detox offers a safe, caring atmosphere in which women can detoxify and be referred to community services and addictions treatment facilities. Referrals accepted from medical sources, community agencies, family, as well as self-referrals.

Area served: Hamilton Wentworth

Psychiatric Rehabilitation Programme 541

43 Charlton Avenue East 521-6001
Hamilton, Ontario
L8N 1Y3

Hours: 8:30 pm to 4:30 pm Monday to Friday

Executive(s): Maureen Moore, Coordinator

Description:

The Psychiatric Day Program is a comprehensive rehabilitation program for young adults (ages 18 to 35) suffering from psychiatric illness who are living in the community. The program stresses the development of independent living, social and work skills as well as effective use of leisure time. Clients attend the program four days per week for 14 weeks and participate in a number of structured group and individual activities. Family support and education and a follow-up group is also provided.

The Psychiatric Day Program offers six components: stress management, review group, social skills, leisure, pre-vocational assessment and planning and independent living skills. skills.

Area served: City of Hamilton
Accessibility: Not accessible to the physically disabled

Sleep Disorders Clinic 542

50 Charlton Avenue East 521-6055
Hamilton, Ontario
L8N 1Y4

Contact(s): Dr. A.C.P. Powles, Coordinator

Description:

This clinic works in conjunction with the Sleep Disorders Clinic at Chedoke McMaster Hospital. Sleep disorders such as insomnia, hypersomnolence, sleep apnea (severe snoring) and narcolepsy, enuresis and repetitive leg movements are treated at the St. Joseph's Clinic. Treatment only and not testing is provided by this clinic. Access to the clinic is by doctor's referral only.

Area served: Hamilton Wentworth

Social Work Department **543**

50 Charlton Avenue East
Hamilton, Ontario
L8N 1Y4

522-4941
Ext.3101

Contact(s): Steve Cowley

Description:

The Social Work Department will work with the patient and family around issues related to adjustment to illness, personal, social and family problems, and need for community resources. The department covers all in-patient, emergency and out-patient departments of the hospital.

Area served: Open

Community Psychiatric Services **544**

Fontbonne Building
301 James Street South, 3rd Floor
Hamilton, Ontario
L8P 3B5

521-6040

Executive(s): Richard Henry, Administrative Coordinator

Contact(s): Gloria Muller, Intake Worker

Description:

A community psychiatric service to the geographic core of the city, and mainly to the inpatient psychiatry units of St. Joseph's Hospital, Hamilton Psychiatric Hospital, and McMaster Medical Centre, the Emergency Psychiatric Team and Emergency Services as well as staff physicians of St. Joseph's Hospital. Serves adults 18 years of age and over with both short-term and long-term psychiatric illnesses and works with a wide variety of community resources on a liaison and consultation basis.

Area served: Between Longwood Road and Ottawa Street, below the mountain.

Community Psychiatric Services
Anxiety Disorder Clinic **545**

521-6040

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Dr. M. VanAmeringen, Director
Mrs. Dorothy Donison, Program Coordinator

Description:

An outpatient clinic for patients with longstanding or treatment resistent anxiety such as phobias, obsessive compulsive behaviour, panic etc.

Area served: Between Longwood Road and Ottawa Street, below the mountain.

ST. JOSEPH'S OUTREACH PROGRAMME

English as a Second Language Program **546**

541 James Street North **529-2656**
Hamilton, Ontario **529-5209**
L8L 1J6

Hours: 9:00 am to 4:30 pm Monday to Friday

Contact(s): Ines Rios, Administrator
Aida Wilson, Co-ordinator

Description:

Sponsored by the Sisters of St. Joseph, the purpose of this programme is to offer English Language instruction to Immigrant and Refugee Women with children that are of pre-school age, (0-5). Special arrangements can be made for women wanting to obtain high school credits in English. Special classes are also offered for seniors wishing to upgrade or learn English. Professional Separate School Board teachers are provided. The Hamilton-Wentworth Association of Refugee Claimants is located on site. All types of immigration problems are dealt with, and referrals are provided. Multilingual staff are available. Newsletters to the community are sent to various agencies as well as provided to newcomers.

Area served: Hamilton Wentworth

ST. JOSEPH'S VILLA 547

56 Governor's Road
Dundas, Ontario
L9H 5G7

627-3541

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Paul O'Krafka, Executive Director
Ray Kane, Chair of the Board of Trustees

Contact(s): Maureen Ellis, Administrative Assistant

Description:

St. Joseph's Villa, fully accredited by the Canadian Council on Health Facilities Accreditation, is owned and operated by the Sisters of St. Joseph of Hamilton. As a skilled, long-term care facility, the Villa has 111 years of experience in the care of the elderly. The Sisters first became involved in this area when the House of Providence was opened in 1879. That landmark was replaced in 1970 by a bright, modern, and spacious facility - St. Joseph's Villa - a home for the aged, offering care and service to 370 residential and extended care residents who can no longer manage independently.

Nursing, medical, and related services such as adjuvant, laundry, maintenance, and housekeepng are available. Special services such as pastoral care, social work, recreation, a special care unit for the confused ambulatory, beauty salon, barber shop, and on-site financial services make the Villa a unique home in the area; a home where professional skills are blended with a special care and understanding for the needs of the aged.

Residents are encouraged to maintain their own independence as much as possible and to be involved in decisions about their lives and activities. Major services include:

- 179 extended care beds
- 191 residential care beds
- pre-admission assessment and counselling
- small unit for residents with significant mental impairment
- extensive recreational facilities and social activities
- counselling and family support programs
- a number of health-related clinics are available, e.g. dental, podiatry, seating, dermatology. For further information call ext.248
- on staff dietician

Diversified programs of daily recreational and social activites are designed to encourage participation. On site facilities include:

- chapel and auditiorium
- indoor swimming pool for therapy and recreation
- craftroom and woodworking shop
- bowling alley
- auditorium
- catering for special family events
- Residents Council
- greenhouse and outdoor gardens
- licensed lounge

For the outward bound, there are shopping trips, picnics, and bus trips to local museums, theatres and points of interest.

Intake is by appointment only - contact: Social Work Services, ext.252

Area served: Hamilton Wentworth and Halton
Fees: per diem rates

Senior's Day Centre **548**

627-3541
Ext.270

Contact(s): Janice Ferguson, Senior's Centre Supervisor

Description:

- specialized programs offered for the frail elderly and cognitively impaired senior.
- social and recreational program for senior citizens living at home
- hot lunch available.
- transportation can be arranged if required.
- membership in the centre is through application only.
- United Way Member Agency

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: $6.25/day for day centre program and lunch
$8.75 for day centre program, lunch and transportation

ST. LEONARD'S SOCIETY OF HAMILTON 549

24 Emerald Street South
Hamilton, Ontario
L8N 2V2

572-1150
FAX: 572-9152

Hours: 8:00 am to 4:00 pm Monday to Friday

Executive(s): Howard Crossland, Executive Director

Description:

St. Leonard's Society of Hamilton is a registered non-profit society, working in and with the community to reduce the effects of crime by assisting the integration of male offenders in the community as law abiding citizens. St. Leonard's Society of Hamilton operates two Community Residential Facilities, as well as a Community Services Program, under contract with the Correctional Services of Canada.

Area served: N/A
Accessibility: Not accessible to the physically disabled

Community Services 550

73 Robert Street
Hamilton, Ontario
L8L 2P2

572-1150

Contact(s): John Clinton, Director

Description:

Case preparation - working towards the orderly release of male inmates into the community. Case supervision - supervising, counselling, and assisting parolees and M.S. cases on their return to the community. Cooperating with the police, private agencies and citizens to more effectively handle the responsibilities of the service.

Robert Street Residence 551

73 Robert Street
Hamilton, Ontario
L8L 2P2

572-1150

Contact(s): Brian Sibley, Director

Description:

This facility houses a twenty bed Day Parole Program for males. The primary focus of the Day Parole Program is to assist individuals released on day parole or other conditional release, in the successful integration into the community. This is accomplished through the development of mutually agreed upon individual program plans, and participation in in-house programming. Program priorities centre around employment, life skills, and participation in constructive leisure activities. St. Leonard's Society utilizes qualified counselling staff employed by the agency, volunteers, and referrals to other community agencies and resources, in the provision of services to its clientele.

Accessibility: Not accessible to the physically disabled

St. Leonard's Treatment Centre **552**

24 Emerald Street South **529-8494**
Hamilton, Ontario
L8N 2V2

Contact(s): Alan Kaine, Director

Description:

This facility houses a thirty bed Substance Abuse Treatment Program for male offenders released on conditional discharge from federal correctional institutions. The program combines education and therapy in a life skills approach to dealing with substance abuse. The program deals with group and individual therapy; coping skills; relapse prevention; relaxation techniques; communication skills; stress management; anger control; goal planning; etc. Also included are lectures; film/video presentations on such topics as physical, psychological, social, and medical factors of dependency; relationships; employment and financial planning; A.A.; N.A. The process is designed to provide opportunities for the resident to develop appropriate decisions about his lifestyle, and to develop an action plan for self improvement leading to successful reintegration into the community.

Area served: N/A

Accessibility: Not accessible to the physically disabled

414 Barton Street East
Hamilton, Ontario
L8L 2Y3

523-5546
FAX 523-5553

Hours: 9:00 am to 12:00 pm Monday to Friday
1:00 pm to 5:00 pm Monday to Friday

Executive(s): Rev. Canon Joe H. Rogers, Executive Director
R. G. Smith, Chairperson

Contact(s): Margaret Nikolaus, Assistant to Executive Director

Description:

St. Matthew's House is a Neighbourhood Centre in the Barton Street area of central Hamilton. As a Neighbourhood House, St. Matthew's attempts to meet the needs of the economically and socially disadvantaged through a variety of services and programs. St. Matthew's House, by virtue of its location in Hamilton's north end, and its ongoing concern for the people within this area, is confronted daily with a multitude of problems: poverty, family breakdown, unemployment, inadequate education, discrimination, legal difficulties, anger and apathy.

Major Services:

Over the past 26 years, St. Matthew's House has responded to the needs of the community in a flexible and non-threatening manner. This has made it possible for many people of different ages and backgrounds to come for assistance and support. The house has attempted to meet these needs by:

- Day Care
- Youth Job Club
- Information and referral services
- Counselling services
- Legal Aid
- Welfare advocacy
- Emergency practical assistance (food)
- Alcoholics Anonymous meetings
- Community development
- Resources and services to Senior Citizens
- Community Family Support Programme
- Singles' Residences

Social, recreational and self-help groups for men, women and children - Services for unemployed youth - Teacher Resource Program (Early Childhood Integration Support Services) - a program intended to assist identified Centres and their staff in meeting the special needs of children and their parents

St. Matthew's House maintains a commitment to:
- The community
- The family
- The individual

Area served: Hamilton Wentworth
Accessibility: partially accessible to the physically disabled

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ST. PETER'S HOSPITAL 554

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88 Maplewood Avenue
Hamilton, Ontario
L8M 1W9

549-6525
FAX 545-0822

Hours: 24 hours a day

Executive(s): Judith R. Meeks, President

Description:

An accredited chronic care hospital providing a broad range of inpatient, outpatient, outreach and day hospital services to improve the quality of life of seniors. The hospital's aim is to help older seniors and their families maintain dignity, independence, and wherever possible a productive life in the community. Inpatient programs include Reactivation, Chronic Care, Psychogeriatric Care, Palliative Care, and Respite Care. Outpatient services include Chiropody, Day Hospital, Outpatient Rehabilitation, Easy Street, and a Seating Clinic. Outreach programs include Silver Scissors and Tai Chi. St. Peters' is a teaching hospital with educational, affiliations with McMaster University and Mohawk College.

Area served: Hamilton Wentworth
Accessibility: Yes

Easy Street **555**

549-4030
549-6525
Ext. 355

Hours: 9:00am to 5:00pm Monday to Friday
Weekday evenings and weekends negotiable

Contact(s): Patty Nixon, Manager

Description:

Available to outpatients, inpatients and Day Hospital clients, this innovative rehabilitation environment brings a scaled-down replica of a city street right into the hospital. The street includes a bank, grocery store, restaurant, department store, pharmacy, post office, theatre, greenhouse, putting green, and even a car and bus. Settings incorporate such obstacles as curbs, ramps, uneven floor surfaces, heavy doors, turnstiles. Here clients with disabilities work with rehabilitation specialists to relearn and practice skills needed to function independently again. Easy Street is part of the Rehabilitation Department.

Area served: Hamilton Wentworth

Outpatient Rehabilitation Services **556**

549-4030
549-6525
Ext. 355

Hours: 9:00am to 5:00pm Monday to Friday
Weekday evenings and weekends negotiable

Executive(s): Patty Nixon, Manager

Description:

Provides physiotherapy or occupational therapy to outpatients who reside in the Hamilton-Wentworth area and, in general, require short-term therapy. Emphasis is on wellness, fitness, and health promotion to assist individuals to maintain independence and remain living in the community.

Area served: Hamilton Wentworth
Accessibility: Yes

Seating Clinic **557**

549-4030
549-6525
Ext. 355

Hours: 1st. and 3rd. Tuesday of the month
8:30 a.m. - 4:30 p.m.

Executive(s): Diane Tait, Senior Occupational Therapist

Description:

Helps solve seating and mobility problems of inpatients, Day Hospital clients and disabled seniors in the community. A team of professionals assess each client's needs, then prescribes special wheelchair modifications and devices to help restore proper posture or independent movement.

Area served: Hamilton Wentworth
Accessibility: Yes

Silver Scissors **558**

549-6525
Ext. 215

Hours: Tuesday - Friday 10:00 am to 1:30 pm.

Contact(s): Jean Hedgcock and Rose Fischer, Stylists
George Masotti, Barber

Description:

Provides hairdressing services to inpatients, Day Hospital clients and seniors in the community whose disabilities make it difficult for them to use community salons. Hairdressers and barbers are experienced in working with the frail elderly. Salon is wheelchair accessible. Transportation: Clients are responsible for their own transporation, either by private vehicle or with DARTS, and for bringing their own escort, if one is necessary.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: yes

St. Peter's Day Hospital **559**

549-6525
Ext. 296

Hours: Monday - Friday 9:30 am - 2:30 pm (Client Hours)
Monday - Friday 8:00 am - 4:00 pm (Office Hours)

Contact(s): Ann Haughton, Manager, Day Hospital

Description:

A specialized program to help seniors in Hamilton-Wentworth maintain independence and continue to live at home. Provides nursing, occupational therapy, physiotherapy, social work, speech/language pathology and therapeutic recreation in an interdisciplinary team environment. Consultation is available with chiropody, nutrition, pharmacy and pastoral care services. Programs emphasize active rehabilitation, health teaching and monitoring, and skill maintenance.

Area served: Hamilton Wentworth
Accessibility: Yes

ST. VINCENT DE PAUL SOCIETY 560

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461 Cumberland Avenue **549-3902**
Hamilton, Ontario
L8M 2A8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Peter Burns, President

Description:

A governing body composed of representatives from the Societies of St. Vincent de Paul of the various parish conferences.

Major Services:

1. The Society is a charitable organization which provides temporary assistance to families in distress through illness or unemployment.

2. Operates two stores selling used clothes and household items. Stores are located at 715 Barton Street East, and 461 Cumberland Avenue.

Area served: Hamilton West
Accessibility: Not accessible to the physically disabled
Fees: None for those in distress; fee for those able to pay.

SALEM CHRISTIAN MENTAL HEALTH ASSOCIATION, INC.

Salem Christian Counselling Service **561**

418-1 Young Street **528-0353**
Hamilton, Ontario
L8N 1T8

Hours: 9:00 am to 12:30 pm. Closed Tuesday

Executive(s): A. Dreise, B.A. M.Div., Executive Director

Contact(s): J. Cook, B.A., M.Ed., Counsellor
C. Vonk-Zeyl, Dip. C.B.S., Counsellor

Description:

An interdenominational, non-profit organization offering professional counselling by Christian therapsists. Member of the Employee Assistance Program Council, Hamilton Wentworth.

Major Services:

1. Individual (adult & child), marriage, family and group counselling, therapy.
2. Assessment, consultation and counselling in area schools.
3. Talks and workshops dealing with a wide variety of issues relating to personal and interpersonal development
4. Peer counselling training.

Area served: Hamilton-Wentworth and Halton areas.

Accessibility: Yes

Fees: $48.00 per 50 minute session
(adjusted in cases of necessity).

SALVATION ARMY

Calvert House Community Resource Centre 562

535 Main Street East 523-4390
Hamilton, Ontario
L8M 1H9

Executive(s): Mike Gleadall, Director

Description:

Calvert House is a co-operative venture between the Salvation Army and the Ontario Ministry of Correctional Services It is a residential treatment centre for men serving provincial jail sentences. It is an alternative to imprisonment.

PURPOSE:

- assists residents in dealing with the problems relating to their eventual return to the community on completion of sentence by means of a "gradual release" program.
- permits continuance and/or re-establishment of family relationships.
- allows the residents to pursue their education or to secure employment.
- teaches residents a sense of responsibility and respect for self and others.
- provides referrals to outside agencies and organizations when necessary and appropriate
- provides counselling for a multitude of problem areas such as addiction (alcohol and drugs), financial budgeting, academic deficiencies, temper control, family breakdown, personal hygiene, use of leisure time, low self-esteem, anti-social behaviour, as well as a host of other difficulties.
- promotes the community and all its benefits to the residents.
- promotes resident involvement in community volunteer work.
- reduces the cost of maintaining an inmate in a correctional institution.
- helps to ensure that restitution orders are honored.
- allows the community to be involved in the rehabilitation process.
- narrows the gap between the community and the penal system.

Canadian and Refugee Program 563

28 Rebecca Street 525-4076
Hamilton, Ontario
L8R 1B4

Executive(s): Major Mavis Reid, Director

Description:

Refugee "English as a Second Language" Monday to Friday

Children's Corner **564**

c/o St. Bartholomew's Anglican Church 435 Mohawk Road West
Hamilton, Ontario **574-9553**

Hours: Thursday and Friday: 9:30am - 11:30am

Description:

This Hamilton Area Resource Centre is open to parents, caregivers and preschool children. The drop-in centre provides a comfortable setting where parents, caregivers and children from birth to five years can enjoy a variety of activities together. Playing helps to enrich and stimulate the child's development as well as enhance the adult-child relationship.

Fees: None

Ellen Osler Memorial Home **565**

34 Hatt Street
Dundas, Ontario
L9H 2E8 **627-1632**

Executive(s): Jim Scott, Director

Description:

A correctional institution halfway house for men.

Area served: Hamilton Wentworth

Family Services and Counselling **566**

340 York Boulevard
Hamilton, Ontario
L8R 3L2 **521-1660**

Hours: 9:00 am 3:00 pm Monday to Friday. After hours by appointment.

Executive(s): Major Lloyd Boone, Director

Description:

To assist families in the community who find themselves in an "emergency" situation with both practical and spiritual help.

Major Services:

Temporary (two-day) assistance with food and clothing, household necessities when available; fire victim and disaster relief.

Other programs operated through Family Services are:

- Counselling services upon request
- Summer "Fresh Air" Camp (children 7 to 11 years)
- Christmas Bureau and Toy Centre

Area served: Hamilton Wentworth
Accessibility: Yes

Lawson Lodge **567**

1600 Main Street West **527-6212**
Hamilton, Ontario
L8S 1G1

Executive(s): Major Thelma Richardson, Administrator

Contact(s): Ed Kerr, Program Coordinator

Description:

Residential program for mildly to moderately mentally handicapped adults 18 to 40 years of age. Accommodation for 12permanent residents employed in day programs.

Area served: Hamilton Wentworth

Men's Social Services Department **568**

94 York Boulevard **527-2755**
Hamilton, Ontario
L8R 1R6

Executive(s): Major D. Bursey, Administrator

Description:

The main program is the rehabilitation of men who are alcohol or substance abusers. At this hostel, beds and meals are supplied to transients and men on low income. Accommodation for 117 men is supplied. A limited number of old age pensioners and others can obtain room and board. Religious services are held regularly and recreational facilities are also provided. This department also operates a missing persons bureau.

Area served: Hamilton Wentworth

Suicide Prevention Bureau **569**

340 York Boulevard (24 hours) **522-1477**
Hamilton, Ontario
L8R 3L2

Contact(s): Major Ellen Boone

Description:

Direct crisis intervention provided by trained counsellors. Bureau will also provide link up with Salvation Army counsellors for further help, if requested by caller.

Area served: Hamilton Wentworth
Accessibility: Yes

Grace Haven **570**

138 Herkimer Street **522-7336**
Hamilton, Ontario
L8P 2H1

Executive(s): Captain Beverly Hamilton, Executive Director

Description:

Grace Haven, operated by the Salvation Army, provides residential and non-residential care for the unmarried mother. Each program is geared to teach responsibility for self, to prepare the individual for her future role in society, problem-solving techniques, communication skills, life skills and assistance in making wise decisions for herself and her child.

Major Services:

1. Complete medical care.
2. Prenatal and postnatal instruction.

3. Complete education program sponsored by the Hamilton Board of Education.
4. Professional Counselling - individual, group, as well as family.
5. Life skills.
6. Moms and Babes Unit - up to three months post-delivery
7. Full program of activities - recreation, culture and practical living.

Area served: Open
Accessibility: Not accessible to the physically disabled

Grace Haven
Children's Corner **571**

138 Herkimer St. **522-9952**
Hamilton, Ontario
L8P 2H2

Hours: Monday, Tuesday and Wednesday:
9:30 - 12:00 & 1:30 - 4:00 pm

Description:

This Hamilton and Area Resource Centre is open to parents, caregivers and preschool children. The drop-in centre provides a comfortable setting where parents, caregivers and children from birth to five years can enjoy a variety of activities together. Playing helps to enrich and stimulate the child's development as well as enhance the adult-child relationship.

Fees: None

Correctional and Justice Services Department **572**

340 York Boulevard, Rm 100 **521-1660**
Hamilton, Ontario
L8R 3L2

Executive(s): Envoy John Van Buren, Executive Director

Description:

Offers service to cases of first offenders placed in their charge by Police Court; visits Hamilton Detention Centre. Parole supervision is also given to persons released from Federal institutions.

Area served: Hamilton Wentworth
Accessibility: Yes

Ontario South Divisional Headquarters **573**

340 York Boulevard **521-1660**
Hamilton, Ontario
L8R 3L2

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Lt.Col. William Kerr, Divisional Commander
Major Gregory Simmonds, Divisional Secretary

Area served: Hamilton Wentworth
Accessibility: Yes

Public Relations Department and Red Shield Appeal **574**

340 York Boulevard **521-1660**
Hamilton, Ontario
L8R 3L2

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Major A. Barry, Public Relations Director

Description:

This office has the responsibility for public relations and for the organization of the Annual Red Shield Appeal in Hamilton.

Area served: Hamilton Wentworth
Accessibility: Yes

SALVATION ARMY DUNDAS **575**

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165 King Street West **627-0572**
Dundas, Ontario
L9H 1V3

Executive(s): Envoy Brian Glenall, Corps Officer

Description:

The purpose of the organization is to try to bring people into contact with a living

attitude and action toward Jesus Christ as Saviour of the world and God as Creator of the world. Also, our objective is to relieve physical and spiritual needs. Liaison with the Hamilton branch to make their services available to Dundas and area residents. All services of the Salvation Army can be obtained through contact with the local office.

Area served: Ancaster, Dundas, and area
Accessibility: Yes

SENIOR PEER COUNSELLING 576

Century 21 **528-4740**
100 Main Street East, #115 **528-5241**
Hamilton, Ontario
L8N 3W4

Hours: Office hours: 9:00 am to 5:00 pm Monday to Friday
No appointment necessary.

Executive(s): Win Lipman, Executive Director

Contact(s): Frances Blaney, Co-ordinator / Trainer of Volunters

Description:

To provide support and counselling to seniors by senior counsellors who are trained volunteers.

1. One-to-one counselling (in office)
2. Telephone counselling to those seniors unable to travel to the office.
3. Telephone reassurance and support.
4. Referrals to professionals when necessary.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

Outreach Program **577**

Main-Hess Seniors Centre **525-8033**
191 Main Street West
Hamilton, Ontario
L8P 4S2

Hours: 1:30 pm to 3:30 pm Mondays

Contact(s): Frances Blaney, Co-ordinator / Trainer of Volunteers

Description:

To provide social evenings and afternoons for seniors to meet in a safe group environment for social interaction and emotional support. A senior counsellor is present at the group sessions.

1. Video night and refreshments every Tuesday 6:00 to 9:00 pm.
2. Afternoon teas and entertainment twice monthly, 1:30 pm to 3:30 pm. Collection will be made.

Area served: Hamilton Wentworth
Accessibility: Yes

SENIOR TALENT BANK HAMILTON WENTWORTH REGION 578

309-42 James Street North **522-0202**
Hamilton, Ontario
L8R 2K2

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Dick Sendall, President

Contact(s): Geof Snider
Ted Winch

Description:

A volunteer group that encourages seniors to remain vital and active, by contributing their needed skills and experience to meaningful community activities. Recruits retired seniors for volunteers for various non-profit community organizations.

Area served: Hamilton Wentworth
Accessibility: Elevator
Fees: None

SENIORS ACTIVATION MAINTENANCE PROGRAM 579

191 Main Street West, 2nd Floor **525-5632**
Hamilton, Ontario
L8P 4S2

Executive(s): Lynne Edwards, Reg. N., Director
Muriel Leith, President

Description:

This office administers the following SAM programs.

SAM - Central 580

Main-Hess Seniors Center **525-5632**
181 Main Street West
Hamilton, Ontario
L8P 4S2

Hours: Office : 8:00 am to 3:30 pm Monday to Friday
Program: 10:00 am to 3:00 pm Tuesday to Friday

Contact(s): Pam Henkie, Reg. N.

Description:

A day program for disabled seniors residing in the community. Services include a day program offering a variety of rec-therapy activities, supervision, refreshments, a nutritious meal, and the opportunity for socialization in a stimulating setting. Activities are planned to meet the needs of the clients attending.

Area served: Hamilton, (east of Gage Avenue), and Stoney Creek
Accessibility: Yes
Fees: Per diem rate

SAM - East 581

Roxborough Seniors Center **544-4550**
St. Helen's School
785 Britannia Avenue
Hamilton, Ontario
L8H 2B6

Hours: Office: 8:00 am to 3:30 pm
Program: 10:00 am to 3:00 pm Tuesday to Friday

Contact(s): Mrs. Ann Roscoe, Reg. N.

Area served: Hamilton, (east of Gage Avenue), and Stoney Creek
Accessibility: Yes
Fees: Per diem rate

SERENA HAMILTON 582

(24 hours) **549-8526**

Mail address: P.O. Box 4195, Station D
Hamilton, Ontario
L8V 4L6

Description:

Fertility awareness and natural family planning information and support services.

Major Services:

Through personalized in-home up-to-date medical information regarding human reproduction, couples are taught to manager their own fertility effectively, safetly and in harmony. General information sessions can be arranged for students, health professional, church groups, teachers, engaged couples, interested persons, etc.

Area served: Hamilton Wentworth, Halton, and Haldimand
Fees: Only for materials purchased

SEVEN TOWERS RESOURCE CENTRE

Mobile Toy Lending Library 583

251 Duke Street **574-9344**
(Ryerson Recreation Centre)
Hamilton, Ontario

Description:

The Toy Lending Library carries educational and stimulating toys for children up to 10 years old. Toys and resources may be borrowed for a two week loan period. Any adult can become a member of the toy library.

The Toy Mobile stops at the following locations once every two weeks:

- TAMI'S Parent-Child Drop-In Centre
- Seven Towers Family Day Care
- Seven Towers Resource Centre
- Saltfleet Library
- Roxborough Family Support Resource Centre
- Ottawa Street Y.W.C.A.

Area served: Hamilton Wentworth
Accessibility: Yes

Parent/Caregiver and Child Program **584**

251 Duke Street **574-9344**
(Ryerson Recreation Centre)
Hamilton, Ontario

Hours: 9:00am to 11:30am Monday
1:30pm to 3:45pm Wednesday
9:00am to 11:30pm Friday

Description:

This Hamilton Area Resource is available to parents, caregivers and young children (infant-5 yrs old). The Resource Centre provides a play setting where adults and children can enjoy a variety of activities together. Caregivers who attend the resource centre gain mutual support from one another through the informal sharing of experiences and ideas.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

SEVENTH-DAY ADVENTIST COMMUNITY SERVICES 585

284 Concession Street **575-8764**
Hamilton, Ontario
L8V 4L5

Hours: By appointment only.

Description:

Serves the needy families and all individuals whatever their needs, regardless of religion or creed. It includes a 5-Day Plan to help people quit smoking, and people with weight problems.

Major Services:

1. Donate clothing from infant to adult size to those who come for help.
2. Give food to people who are destitute.
3. Send underpriviledged youngsters to summer camp.
4. Practice a health program and conduct a cooking school of wholesome food, which teaches the communities good nutritional value.

Help available in every way.

Area served: Open
Accessibility: Not accessible to the physically disabled
Fees: None

SEXUAL ASSAULT CENTRE (HAMILTON AND AREA) 586

525-4573
24 hr Crisis/Support Line **525-4162**

Mail address: P.O. Box 955, Station A
Hamilton, Ontario
L8N 3P9

Hours: 9:00 am to 4:30 pm Monday to Friday

Executive(s): Krista Warnke, Chair, Management Committee

Contact(s): Rita Giulietti, Volunteer Coordinator
Vilma Rossi, Executive Director

Description:

The purpose of the Centre is:

- to demonstrate concern for adults, primarily women, who have experienced some form of sexual violence, including rape, sexual assault, incestuous assault, and childhood sexual assault, by providing confidential peer counselling
- to provide information and education to the community about the problem of sexual violence against women
- to provide in-service training to health care and social service professionals who encounter survivors of sexual violence
- to work with community institutions and organizations to provide better care for survivors of sexual violence
- to work towards the elimination of sexual violence, as a long-term aim

Major Services:

For those who have been sexually violated at some point in their lives, the Centre provides the following services:

1. Provision of peer counselling and support through a 24-hour crisis line, seven days a week
2. Accompaniment to the hospital, police station, and court advocacy and accompaniment
3. Support groups for adult women who are survivors of rape, sexual assault, incestuous, and/or childhood sexual assault
4. Referrals to other services as required by survivor.
5. Reading material is available in the Centre's library. An appointment to use the library is necessary
6. General business inquiries and speaking requests can be made by calling the business line

Area served: Hamilton Wentworth

Fees:
- No fee for counselling and group services
- Negotiable fee for speaking engagements
- Minimal charge for printed articles and handouts

SHAIR INTERNATIONAL RESOURCE CENTRE 587

514-25 Hughson St. South **528-9055**
Hamilton, Ontario
L8N 2A5

Hours: 9:00 am to 4:30 pm Monday to Thursday
8:00 am to 1:00 pm Friday

Contact(s): Monica Quinlan, Coordinator

Description:

The aim of SHAIR is to promote international awareness, education and crosscultural communication in the Hamilton community and schools.

Major Services:

Information centre and resource centre that provide the means for research, school projects and general information on international development and cultural exchange. Referral agency identifying resource people and materials on development related themes from all sources in the city.

Area served: Hamilton Wentworth
Accessibility: Yes

SOCIAL PLANNING AND RESEARCH COUNCIL HAMILTON AND DISTRICT 588

Professional Arts Building **522-1148**
601-155 James Street South
Hamilton, Ontario
L8P 3A4
Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Mike Pennock, Executive Director
Dr. Larry Chambers, President

Description:

A citizens' organization designed to carry out three basic functions:

1. To conduct research into social problems, community needs and program evaluation, and to offer technical research assistance to other groups and agencies requesting it;
2. To promote, facilitate and support citizens becoming involved in community programs or issues;
3. To work with groups and agencies toward developing an effective network of human services.

Area served: Hamilton Wentworth
Accessibility: Yes

STONEY CREEK. CITY OF STONEY CREEK

City Hall **589**

777 Highway #8 **643-1261**
Stoney Creek, Ontario
L8G 4N9

Hours: 8:30 am to 4:30 pm Monday to Friday

Contact(s): Stan Napper, Mayor
Bob Hodgson, Regional Councillor and Deputy-Mayor

Area served: Stoney Creek

Recreation and Parks Department **590**

643-1261
Ext.270

Mail address: P.O. Box 9940
Stoney Creek, Ontario
L8G 4N9

Executive(s): Mr. P. Bruckler, Director of Recreation and Parks
Councillor J. Santarelli, Chairman of Recreation and Parks Committee

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Description:

The Stoney Creek Recreation and Parks Department is responsible for:

1. The development and maintenance of parks and other recreational facilities.
2. The provision and scheduling of recreational activities including recreational use of schools.
3. The coordination of recreation programs and activities by liaising with community organizations.

Major Services:

1. Aquatics: Brewster and Green Acres Pool - competitive swimming; diving (Brewster Pool only); learn to swim classes, parents and pre-school; public swims; Red Cross and Royal Life Saving Society lessons; and synchronized swimming.
2. Bandshell Concerts - Stoney Creek Bandshell, Battlefield Park, Sunday evening at 7:00 pm during July and August.
3. Parks throughout Stoney Creek
4. Administration and maintenance of the Stoney Creek Cemeteries.
5. Day camps
6. Summer Adventure Centre programs
7. Special Nees program
8. Christmas and March break programs

Area served: Stoney Creek

Recreation and Parks Department
Battlefield House and Park **591**

77 King Street West **662-8458**
Stoney Creek, Ontario
L8G 3X9

Mail address: P.O. Box 9161
Stoney Creek,Ontario
L8G 3X9

Description:

Battlefield Museum is the first Canadian museum to twin with a Soviet museum. It is twinned with the State War Museum Reserve of Borodino.

Area served: Hamilton Wentworth
Fees: Adults $1.25
Seniors $1.00
Children $ .60
Family $2.25

643-1261
Ext.270

Mail address: P.O. Box 9940
Stoney Creek, Ontario
L8G 4N9

Description:

1. Arenas
- Saltfleet Arena in Sherwood Park Phone: 643-3883
- Stoney Creek Arena in Community Park Phone: 662-2426

2. Senior Citizens' Centres
- Ada Bland Senior Citizens Centre (Club 60) 6 King Street West, Stoney Creek, Ontario Phone: 662-6110
- Winona Senior Citizens'/Community Centre 1239 Highway #8 Winona, Ontario Phone: 643-4563

3. Community Centres

- Fruitland Community Centre, phone 643-1261 Ext.270, Sherwood Park, off Fruitland Road
- Valley Park Community Centre, phone 573-3600 970 Paramount Drive Stoney Creek, Ontario
- Winona Senior Citizens'/Community Centre 1239 Hwy. #8 Stoney Creek, Ontario
- Stoney Creek Scout Hall, phone 643-1261 37 King Street West Stoney Creek

4. Swimming Pools
- Harold G. Brewster Indoor Pool DeWitt Road and Highway #8 Phone: 643-4434
- Green Acres Outdoor Pool (June to September) Randall Avenue (off hwy #20) Phone: 662-1770

5. Tennis Courts - Adjacent to Saltfleet High School (Gray's Road)
- Stoney Creek Tennis Club Green Acres Park
- Valley Park Tennis Club (corner of Mud Street and Parmount Drive)

6. Optimist Club Community Centre
- Little League Park Phone: 662-4569

Area served: Stoney Creek

TAMI'S

Parent and Child Program **593**

454 John Street North **529-5000**
St. Luke's Anglican Parish Hall
Hamilton, Ontario
L8L 4R4

Hours: 12:00 pm to 3:30 pm Monday, Tuesday and Thursday
9:00am to 12:00pm, Wednesday

Executive(s): Regina Defoe, President of Board

Contact(s): Barbarba Nicholls, Coordinator

Description:

This is a Hamilton area resource and drop in centre for young mothers and their children. A place to relax and share experiences with others, and learn skills that will make parenting easier and more fun.

Major Services:

Transportation
Lunches
Clothing Exchange
Toy and Book Library
Clothing Exchange
Early Childhood Education
Parent-Child Programs
St Charles Adult Education Program on site
Programs on enhancing parenting skills
Public Health Nursing Services
Referrals
Community Information
Craft
Individual Counselling

Area served: Hamilton
Fees: None

TEEN CHALLENGE HAMILTON 594

200 - 20 Jackson Street West
Hamilton, Ontario

526-1414
1-800-567-4673

Mail address: P.O. Box 536
Hamilton, Ontario
L8N 3H8

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Rev. J. Terry Harper, Regional Director
A.T. Donkers, President

Description:

Teen Challenge Hamilton is a private non-profit organization primarily working with men in the area of drug and alcohol rehabilitation and other life-controlling problems.

Major Services:

1. Men's rehabilitation residence on a long-term basis - 16-40 years old;
2. Jail visitation, films, speakers;
3. Drug and alcohol prevention with high schools;
4. Counselling available by appointment

TELECARE 595

Crisis Line **525-8611**
525-8612

Mail address: P.O. Box 156, Station A
Hamilton, Ontario
L8N 3A2

Hours: 24 hours

Contact(s): Mr. Ian Cuthbertson, Coordinator

Description:

An interdenominational agency offering 24-hour telephone counselling services to anyone in the Hamilton-Wentworth area. The emphasis is on providing a caring listener through a staff of trained volunteers.

Major Services:

- 24-hour telephone counselling
- Resource panel - provides referral where necessary, to other workers and agencies and endeavours to arrange for short-term emergency service where needed.

Area served: Hamilton Wentworth

Telecare Youth Line **596**

546-KIDS
(546-5437)

Hours: 7:30 pm to 11:30 pm Tues., Wed., Thurs., Fri.
3:30 pm to 9:30 pm Sunday

Description:

Youth hot line open to any kind of problem - relationships, school, etc. Problems can range from serious matters to loneliness.

Area served: Hamilton Wentworth

TELETOUCH **597**

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75 MacNab Street South
Hamilton, Ontario
L8P 3C1

522-9567
(If long distance, call collect)

Hours: 8:30 am to 4:30 pm Monday to Friday
(answering machine after hours)

Executive(s): Sharon Gerry, Executive Director

Description:

Tele-Touch provides volunteer telephone calls to seniors and individuals with a disability, who live alone, on a daily or prearranged schedule to offer friendship

and reassurance. Although counselling is not provided, volunteers inform staff if they sense a change in the clients emotional or medical well being and appropriate health professionals are advised. Temporary calls can be arranged if family/friends are concerned about the well being of an individual while they are on vacation. Clients are referred by themselves, family members, physicians, and other community agencies and Tele-Touch refers clients to other services required. Volunteers go through an interview and screening process before being matched with a client.

Area served:	Hamilton-Wentworth, Burlington, Oakville, Georgetown, Acton
Accessibility:	Yes
Fees:	No charge to clients Personal Membership is $10.00 Associate Membership is $25.00

TV HAMILTON - CABLE 14 598

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150 Dundurn Street South
Hamilton, Ontario
L9P 4K3

523-1414
FAX 645-3234

Hours: 9:00 am to 5:00 pm Monday to Friday

Broadcast Times:
6:00 pm to 11:00 pm Monday to Friday
12:00 pm to 12:00 am Sunday

Description:

TV Hamilton - Cable 14 is a broadcast service operated by Rogers Cable TV, MacLean Hunter Cable TV, Northgate Cable TV, Western Co-Axial, Mountain Cable Vision and Southmount Tele-Vents. It is a public service which provides programming of local interest.

Major Services:
TV Hamilton provides community television programming along with a community message board service. Under the direction of a full-time Volunteer Co-ordinator, Cable 14 also offers many training opportunities for the public in all aspects of television production. Tours are available. Also provides free advertising on our Community Announcement Service for non-profit organizations. Rent AV equipment etc. (including studio facilities). However, all equipment and facilities are operated by TV Hamilton staff. No charge for community, non-profit organizations.

Area served: Hamilton, Ancaster, Dundas, Flamborough, and Mount Hope, Dunnville, Cayuga
Accessibility: Yes
Fees: None

UKRAINIAN CANADIAN SOCIAL SERVICES INC. OF CANADA

Hamilton Branch **599**

1252 Barton Street East **545-1910**
Hamilton, Ontario
L8H 2V9

Hours: 10:00 to 5:00 pm Monday to Friday

Executive(s): Ivan Boyko, President

Contact(s): Mary Procyshyn 547-2857

Description:

To meet the needs of the Ukrainian community in the city of Hamilton and vicinity.

Major Services:

1. Consulting services
2. Completion of government forms.
3. Telephone touch services for shut-ins.
4. Home or hospital visits.
5. Information services to new immigrants.

Area served: Hamilton
Accessibility: Yes

UNITED SENIOR CITIZENS OF ONTARIO INC.

Zone 14 **600**

c/o YWCA 52 Ottawa St. N., **547-0446**
2nd Floor
Hamilton, Ontario
L8H 3X7

Hours: 10:00 am to 3:00 pm Monday to Friday

Executive(s): Isabel Vaillancourt, President

Description:

To help and aid all Senior citizens with whatever their needs are. Major services include:

1. Government assistance, e.g. pensions, information.

2. Filling out all applications, ie. Income Tax.

3. Keeping all clubs up to date on information of other clubs' acitivities, trips, tours, meetings, crafts, etc.

4. Forming new clubs and supplying them with proper information until they are established.

5. Directing seniors to proper agencies such as Legal Aid, police assistance, city and regional agencies.

6. Phone-in services.

7. Providing entertainment by seniors where asked for by different organizations.

8. Supplying and talking to student nurses and student social workers, secondary school students as to the needs of seniors and what they can do for seniors in time of need.

9. Participation in Christmas Lift.

Area served: Hamilton Wentworth
Accessibility: Yes

UNITED WAY OF BURLINGTON, HAMILTON-WENTWORTH

601

177 Rebecca Street
Hamilton, Ontario
L8R 1B9

527-4543
FAX 527-5152

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Jody Orr, Executive Director
Diana Borowski, Resource Development Director

Contact(s): Sheelah Dunn Dooley, Director of Training and Volunteer Development
Sharon Monte, Agency Relations Director

Description:

Kim Worobel, Marketing Director
Bryan Rushton, Director of Labour/Community Services
Norman Lloyd, Director of Finance

The main purpose of the United Way is to raise funds for the operation of a broad range of community agencies providing health and social services. In addition, the United Way sponsors the Leadership Development Services program and the Union Counsellor Training Program.

The United Way of Burlington, Hamilton Wentworth strives to meet the following objectives:

1. To continually review and assess the current needs of the community with regard to health and social services and to support agencies providing those services.
2. To manage its operations effectively and in a professional manner in order that participating agencies will receive the maximum benefit from funds raised. To assist agencies in their management skills.
3. To increase community knowledge and develop support for volunteerism.
4. To participate with agencies in providing informed communications to the community in order to enhance the community's understanding of the United Way and its goals.

This fund raising organization supports over 69 health, social service, counselling and character-building organizations working in our community. Agencies are reviewed annually by a volunteer citizens' committee, to verify their needs and

effectiveness. One annual campaign is used to raise funds to meet these needs. Allocates funds annually from a Demonstration and Development Fund for new and innovative programs.

Area served: Hamilton Wentworth and Burlington
Accessibility: Yes

VICTORIAN ORDER OF NURSES HAMILTON WENTWORTH BRANCH 602

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414 Victoria Avenue North **529-0700**
Hamilton, Ontario
L8L 5G8

Executive(s): Molly Anderson, Executive Director
Mr. David Lawson, President
P.O. Box 464
Hamilton, Ontario

Description:

Victorian Order of Nurses (VON), is a voluntary agency that develops and provides services to enhance the health and quality of life of people living in the community of Hamilton-Wentworth.

Area served: Hamilton Wentworth

Adult Day Centre 603

400 Victoria Avenue North **523-1055**
Hamilton, Ontario
L8L 5G8

Hours: 8:00 am to 4:30 pm Monday to Friday

Executive(s): Pamela Carpenter, Manager

Description:

To assist people with Alzheimer's disease and related disorders and disabled adults to participate in a community social, recreational, theraputic program.

Major Services:

The VON Day Program offers a one to four day comprehensive program for adults, individually tailored to client needs in a secure environment.

* Respite for caregivers
* Flexible hours
* Group activities and individualized programs as needed
* Nutritious noon meal and snacks provided.

Area served: Hamilton
Accessibility: Yes
Fees: Per diem rate

Caregiver Support Program **604**

414 Victoria Avenue North **529-0700**
Hamilton, Ontario
L8L 5G8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Ruth Milne, Manager

Description:

To assist caregivers of people with Alzheimer's Disease and related conditions.

Major Services:

A staff with special education in the care of people with memory loss and behaviour change will provide:

- regular relief in the home from caregiving for up to 40 hours per month.
- information about dementia, caregiving, and community resources.

Area served: Hamilton Wentworth
Fees: A small hourly cost is charged for the respite workers. There is no charge for the professional services.

Home Care Program **605**

414 Victoria Avenue North **523-8600**
Hamilton, Ontario
L8L 5G8

Hours: 8:30 am to 4:30 pm Monday to Friday
After hours - 24 hour on-call service including nights, weekends and holidays

Contact(s): Betty Muggah, Director

Description:

Home Care is a provincial government insured community program which coordinates a wide variety of medical, professional and support services for eligible clients in their homes, and in school settings. The program serves both as an alternative to institutional care and as a support to local Boards of Education. Following a physician's referral, the Home Care Case Manager and client determine an appropriate plan of care. Subsequently, client's needs are assessed regularly and services are adjusted accordingly.

Major Services:

Nursing, physiotherapy, occupational therapy, speech therapy, social work, nutrition and homemaking.

Additional Support Services:

Dressing supplies, equipment, laboratory service, medications, transportation, meals-on-wheels.

Area served: Hamilton Wentworth
Fees: No charge to clients.

Homesharing Program **606**

400 Victoria Avenue North **523-7370**
Hamilton, Ontario
L8L 5G8

Hours: 8:30 am to 4:30 pm Mon., Tues., Wed., Thurs.

Executive(s): Beryl Stephen, Coordinator

Description:

This program promotes and provides a screening and matching service for any resident of Hamilton-Wentworth interested in shared accommodation. The program has a particular focus on the needs of the elderly but housing needs of other age groups will be addressed through intergenerational matches. Both homeowners and apartment dwellers are likely candidates for homesharing, as well as newcomers, students, seniors and those interested in companionship, mutual support, and reduced expenses.

Area served: Hamilton Wentworth
Accessibility: Yes

Meals on Wheels Hamilton and Stoney Creek **607**

414 Victoria Avenue North **522-1022**
Hamilton, Ontario
L8L 5G8

Hours: Office: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Mae Radford, Manager

Description:

The Victorian Order of Nurses administers a Meals on Wheels service for the residents of Hamilton and Stoney Creek who for any reason, may be unable to provide meals for themselves.

Major Services:

Meals on Wheels service provides hot nutritious meals delivered to the home by volunteers, at noon, Monday to Friday. The service is for home-bound individuals who lack strength, skill, equipment or motivation to prepare adequate meals for themselves and have no one to prepare meals for them.

Area served: Stoney Creek and Hamilton
Fees: The maximum cost to the individual at present is $3.25 a meal. Fees are reduced when necessary. Payment is made on Monday for the meals provided during the previous week.

Placement Coordination Service **608**

414 Victoria Avenue North **528-1512**
Hamilton, Ontario
L8L 5G8

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Joyce Caygill, Director

Description:

The Placement Coordination Service's (PCS) purpose is to aid in the placement of people who require long-term care in an institution or program that can best meet their needs.

Major Services:

Referral can be made by telephone. Recommendations are based upon information received from health professionals and take into consideration the health, social, recreational and vocational needs of the applicant. Suggested placements are on the basis of existing facilities.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

Visiting Nursing Program **609**

414 Victoria Avenue North **529-0700**
Hamilton, Ontario
L8L 5G8

Hours: 8:00 am to 4:30 pm Monday to Friday

Executive(s): Janis North, Director

Description:

Provides home nursing care on a visiting basis to individuals residing in the Hamilton-Wentworth Region.

Area served: Hamilton Wentworth
Fees: May be covered by government programs or private insurance. Otherwise, fees are set according to ability to pay for service.

VON Volunteer Visiting Program **610**

414 Victoria Avenue North **522-0053**
Hamilton, Ontario
L8L 5G8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Margaret Warriner, Manager

Description:

The Victorian Order of Nurses administers the Volunteer Visiting Program for patients of the VON, and Home Care in the Hamilton-Wentworth Region as well as clients who meet the eligibility criteria.

Major Services:

Patients of VON and Home Care frequently require social support as well as the professional health support. When family support is limited or lacking, volunteers are matched to the patient to form a one-to-one relationship. These volunteers provide friendly visiting, assistance with crafts, shopping, outings, letter-writing, reading, music therapy, transportation, hairdressing, and barber service. They also provide family support, allowing the caregiver a few hours a week to do necessary errands or maintain outside interests.

Area served: Hamilton Wentworth

VISITING HOMEMAKERS ASSOCIATION OF HAMILTON WENTWORTH INC. 611

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c/o St. Elizabeth Village **389-1970**
393 Rymal Road West, Ste #302
Hamilton, Ontario
L9B 1V2

Hours: 8:00 am to 5:00 pm Monday to Friday
(answering service 24 hours/7 days)

Executive(s): Ms. B. Carson, Executive Director
Ms. S. Lennox, President

Description:

To help individuals and families remain in their own homes when that is the best plan, and to help them toward as much independent functioning as their capacities permit.

Major Services:

The Visiting Homemaker Service provides for the community the following programs:

1. Care in the home for convalescents, the chronically ill and the handicapped - minimum of 3 hours.
2. Hourly or daily assistance to the elderly at doctor's request - minimum of 3 hours.

Participant in Homemakers Nurses Services Act and in the Home Care Program

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Area served: Hamilton Wentworth and near environs, except Dundas
Accessibility: Yes
Fees: To be negotiated

Visiting Support Service **612**

389-1970

Executive(s): Jill Bohuslawski, Supervisor

Description:

Visiting Support Service is an extended service of the Visiting Homemakers Association.

A support service for elderly and palliative care clients to provide family relief in the care of the elderly, chronically ill and those in need of special care.

Major Services:

Personal Care for the elderly and palliative person by trained supervised workers in the client's home.

1. Assistance with feeding, walking, dressing, etc. to afford client as much comfort as possible.
2. Respite for families caring for elderly or palliative relatives.

Area served: Hamilton Wentworth and environs
Fees: Nominal hourly fee. Possibility of United Way subsidy.

VOLUNTEER CENTRE OF HAMILTON AND DISTRICT 613

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627 Main Street East **523-4444**
2nd Floor **FAX 523-7465**
Hamilton, Ontario
L8M 1J5

Hours: 8:30 am to 4:30 pm Monday to Friday
Evening appointments can be arranged

Executive(s): Jan Crook, Executive Director
Birgitt Bolton, President

Description:

The Centre operates and functions to promote effective voluntary action. Volunteers can consult the Centre by phone or in person to find information and assistance in choosing a volunteer placement in the community. Information about approximately 300 different volunteer placements is available. Further assistance in selecting a position is available by appointment.

Organizations can access assistance in locating volunteers for their volunteer programs. Speakers and promotional resources on volunteer topics are also available.

Volunteer Centre personnel are available to offer consultations to the voluntary sector on a variety of topics in the field of citizen participation including: recruitment, training, program development and program coordination.

The Corporate Volunteer Council promotes the use of employee time and interests in social action for the development of the employee and the better community image of the employer, through interaction between the council and the employer's human resources department on such things as volunteer projects, pre-retirement education, etc. A library of resource material in the field of voluntary activity and volunteer management is available to individuals working and volunteering in the community. A number of key publications are also sold by the Centre.

Area served:	Hamilton Wentworth
Accessibility:	Not accessible to the physically disabled - but arrangements will be made to meet in a convenient location.
Fees:	Nominal, for some services

WAR AMPUTATIONS OF CANADA HAMILTON DISTRICT BRANCH 614

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727 Upper James Street **383-2644**
Hamilton, Ontario
L9C 3A1

Hours:	8:30 am to 4:00 pm Tuesday to Thursday
Contact(s):	Mr. D. E. Booker, Secretary

Description:

Assisting some of those who have lost a limb or limbs, or total eyesight. To assist war amputees, their widows and children, and then to render some assistance to others within the guidelines of our appropriation.

Major Services:

War Amputations works with other organizations such as the Canadian Red Cross Society in helping those less fortunate, and assists the disabled in becoming successfully re-established in civilian life.

Area served: Hamilton-Wentworth, Brantford, St. Catharines and Niagara
Accessibility: Not accessible to the physically disabled

WAYSIDE HOUSE OF HAMILTON 615

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15 Charlton Avenue West **528-8969**
Hamilton, Ontario
L8P 2B8

Hours: 7:00 am to 5:00 pm Monday to Friday (24 hour coverage)

Executive(s): Greg Fulton, Executive Director
Ellis MacFarland, Director

Description:

An alcoholism rehabilitation residence with accommodation for up to 20 men, offering supportive counselling during residence and after-care in the community.

Area served: Hamilton Central
Accessibility: Not accessible to the physically disabled

Wayside Three Quarter House 616

9 Charlton Avenue West **528-8969**
Hamilton, Ontario
L8P 2B8

Mail address: 15 Charlton Avenue West
Hamilton, Ontario
L8P 2B8

Hours: 7:00 am to 5:00 pm Monday to Friday (24 hour coverage)

Executive(s): Greg Fulton, House Manager

Description:

Men generally graduate from Wayside House to Three Quarter House, but intake is flexible.

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $239 per month/$56 per week

WELCOME INN 617

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40 Wood Street East **525-5824**
Hamilton, Ontario
L8L 3Y3

Hours: 9:00 am to 5:00 pm Monday to Friday

Contact(s): Harry Nigh, Director and Pastor
Penny Driediger, Program Coordinator

Description:

The purpose of the organization is:

1. As a community centre to facilitate friendship and positive communication amongst people.

2. To strengthen family life (family defined broadly to include all individuals).

3. To offer programs that meet the physical, social and spiritual needs of people.

4. To build up self-esteem and inspire self-help.

5. To work at social issues that improve the quality of a neighbourhood.

Major Services:

Basic Education class for adults.
Boys' and Girls' Clubs - after school
Youth Group - Wednesday at 7:00pm
Women's Groups - sewing, quilting, crafts, special activities and discussions.
Monday - 7:30 pm to 10:00 pm
Wednesday - 9:30 am to 11:30 am
1:30 pm to 3:30 pm
On Wednesday afternoons, volunteers look after children.
Transportation provided.
Men's Groups - recreation, woodworking, volunteer work, informal social activities (Tuesday evenings).
Senior Support - a personal friendship and practical assistance service, and a bi-weekly lunch program
Family Outing (Once a month) - children must be accompanied by one or both parents.
Home and Hospital Visitation - companionship, counselling and assistance with practical matters.
Counselling, Advocacy and Referral
Camping and Summer Activities - for all ages.
Neighbourhood Concerns
Weekly Sunday Morning Worship - 10:20 am.
Growth Bible Study Groups
Various other programs as people show interest, such as cooking classes, gardening club, etc.

Area served: Hamilton
Accessibility: Yes
Fees: Many programs have no direct fee schedule. However, participants are encouraged to contribute as they are able to.

WELLINGTON PSYCHIATRIC OUTREACH PROGRAMME 618

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40 Wellington Street North **522-9767**
Hamilton, Ontario
L8R 1M8

Hours: 8:30 am to 4:30 pm Monday to Friday

Executive(s): Harriet Woodside, Executive Director

Description:

The purpose of the agency is to provide a community-based follow-up service to meet the needs of adults (16-64) in the Hamilton-Wentworth region who have a chronic or recurring psychiatric disorder of at least two years duration and who require continuing professional assistance to live in the community.

Major Services:

1. Comprehensive case-management service for each person registered as a client in the program.
2. Daytime programs specifically designed to meet the needs of clients for whom other programs are not suitable.
3. Consultation around problem management or clinical treatment of chronic unstable individuals.
4. Education for persons interested in long term community psychiatric care.

Area served: Hamilton Wentworth
Accessibility: Yes
Fees: None

WENTWORTH COUNTY BOARD OF EDUCATION 619

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357 Wilson Street East **523-8621**
Ancaster, Ontario Continuing Education **573-3144**
L9G 4B7

Hours: 8:30 am to 4:30 pm Monday to Friday

(Summer July to end of August)
9:00 am to 4:00 pm Monday to Friday

Executive(s): Allan A. Greenleaf, Director of Education and Secretary
Miss E. G. Bond, Superintendent of Program

Description:

The Wentworth County Board of Education operates 41 elementary and 6 secondary schools in Ancaster, Dundas, Glanbrook, Flamborough and Stoney Creek. Special classes and services are provided to support the regular instructional programs.

Trustees:

Bruce Wallace, Chairman	648-4910
Lynn Beaton, Vice-Chairman	648-6330
Stew Beattie	643-3834
Michele Clarke	628-3015
Doug Conley	573-3492
John Davidson	664-4132
Pat Davidson	679-4540
Jack Duncan	664-4036
Bev Henry	(519) 623-3998
Eileen Kowalyshyn	578-3646
Don Matthews	628-4476
Alaina Muhlstock	627-7467
	or 628-0700
Sandra Notarianni	689-5211
Rhea Springsted	679-6295
Joyce Stirling	628-2826
Larry Woods	648-1506
Reg Woodsworth	647-3397

-R. Coulter, Superintendent of Schools--Elementary
-L. Kirkpatrick, Superintendent of Schools--Elementary
-J. Stevenson, Superintendent of Schools--Secondary
-D. Webb, Superintendent of Business and Finance

Area served: Wentworth County
Accessibility: Memorial Building at 357 Wilson Street East, Ancaster is not accessible; some school Buildings are accessible to the physically disabled.

WENTWORTH LIBRARY 620

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69 Sanders Boulevard **546-4126**
Hamilton, Ontario
L8S 3J8

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mr. Ian Calbick, Chief Librarian

Description:

The Wentworth Library has 15 branch libraries and three deposit stations located in the Regional Municipalities of Ancaster, Flamborough, Glanbrook and Stoney Creek. Besides its collection of books, the Wentworth Library has an extensive collection of records, periodicals and pamphlet material. Also the Library through a Wintario grant, has established a collection of Talking Books (books recited onto cassette tapes) and play back units. This service is available to anyone who, through some form of handicap, can no longer cope with regular printed books. The Wentworth Library also has a growing collection of 16 mm films and appropriate projectors.

Area served: Hamilton Wentworth

Alberton Deposit Station **621**

Ancaster Senior Achievement Centre **648-3466**
Alberton, Ontario
L0R 1A0

Contact(s): Shirley Glauser

Area served: Hamilton Wentworth

Ancaster Branch **622**

300 Wilson Street East **648-6911**
Ancaster, Ontario
L9G 2B9

Hours: 10:00 am to 9:00 pm Monday to Friday
10:00 am to 5:00 pm Saturday
Closed Sunday

Summer Hours:
10:00am to 9:00am Monday to Thursday
10:00am to 6:00pm Friday
10:00am to 3:00pm Saturday
Closed Sunday

Executive(s): Jane Rae, Branch Head

Accessibility: Yes

Binbrook Branch **623**

Highway #56 **692-3323**
Binbrook, Ontario
L0R 1C0

Mail address: P.O. Box 89
Binbrook, Ontario
L0R 1C0

Hours: 2:00 pm to 9:00 pm Tuesday, Wednesday, Thursday
12:00 pm to 5:00 pm Friday and Saturday
Closed Sunday and Monday

Saturday Summer Hours (July and August): 10:00am to 12:00pm

Executive(s): Carolyne Timms, Branch Head

Accessibility: Yes

Carlisle Branch **624**

Centre Road **689-8769**
Carlisle, Ontario
L0R 1H0

Mail address: P.O. Box 320
Carlisle, Ontario
L0R 1H0

Hours: 5:00 pm to 9:00 pm Monday, Thursday
2:00 pm to 6:00 pm Tuesday, Wednesday, Friday
10:00 am to 1:00 pm Saturday
Closed Sunday

Saturday Summer Hours (July and August): Closed

Executive(s): Lyn Henwood, Branch Head

Accessibility: Yes

Copetown Deposit Station **625**

Copetown Variety & Grocery **627-9169**
1212 Highway 99

Copetown, Ontario
L0R 1J0

Hours: 8:00am to 10:00pm Monday to Sunday

Contact(s): Bill Chung

Freelton Branch **626**

William Street **659-7639**
Freelton, Ontario
L0R 1K0

Mail address: P.O. Box 15
Freelton, Ontario
LOR 1K0

Hours: 5:00 pm to 9:00 pm Monday and Thursday
2:00 pm to 6:00 pm Tuesday
2:00 pm to 5:00 pm Friday
10:00 am to 1:00 pm Saturday

Executive(s): Carol Foster, Branch Head

Accessibility: Yes

Greensville Branch **627**

59 Kirby Avenue **627-4951**
Greensville, Ontario
L9H 4H6

Hours: 3:00 pm to 5:00 pm Monday and Friday
7:00 pm to 9:00 pm Tuesday and Thursday
1:00 pm to 5:00 pm Saturday
Closed Wednesday and Sunday

Saturday Summer Hours: Closed

Executive(s): Gaye-Ann Robinson, Branch Head

Accessibility: Yes

Lynden Branch **628**

Main Street **647-2571**
Lynden, Ontario
L0R 1T0

Mail address: P.O. Box 9
Lynden, Ontario
L0R 1T0

Hours: 2:00 pm to 5:00 pm Monday to Wednesday
7:00 pm to 9:00 pm Monday to Wednesday
10:00 am to 12:00pm Friday
2:00 pm to 5:00 pm Friday
2:00 pm to 5:00 pm Thursday
11:00 am to 3:00 pm Saturday (Closed Sunday)
Saturday Summer Hours (July and August): Closed

Executive(s): Cathy Bryden, Branch Head

Accessibility: Not accessible to the physically disabled

Millgrove Branch **629**

689-6582

Mail address: General Delivery
Millgrove Post Office
Millgrove, Ontario
L0R 1V0

Hours: 2:00 pm to 5:00 pm Monday, Wednesday, Friday
3:00 pm to 9:00 pm Tuesday and Thursday
10:00 am to 4:00 pm Saturday
Closed Sunday

Saturday Summer Hours: 10:00am to 1:00pm

Executive(s): Beverly Onufer, Branch Head

Accessibility: Yes

Mount Hope Branch **630**

3027 Homestead Drive **679-6445**
Mount Hope, Ontario
L0R 1W0

Hours: 2:00 pm to 9:00 pm Tuesday to Thursday
2:00 pm to 5:00 pm Friday
10:00 am to 4:00 pm Saturday
Closed Monday and Sunday
Saturday Summer Hours: Closed

Executive(s): Doris Popper, Branch Head

Accessibility: Yes

Rockton Branch **631**

795 Old Hwy #8 **647-2272**
Beverly Hall
Rockton, Ontario
L0R 1X0

Hours: 6:00 pm to 9:00 pm Tuesday and Thursday
2:00 pm to 5:00 pm Wednesday and Friday
10:00 am to 3:00 pm Saturday
Closed Monday and Sunday
Saturday Summer hours: 10:00am to 12:00pmL
Closed Monday and Sunday

Executive(s): Jan Maas, Branch Head

Accessibility: Yes

Saltfleet Branch **632**

377 Highway #8 **662-8611**
Stoney Creek, Ontario
L8G 1E7

Hours: 12:00 pm to 9:00 pm Monday to Friday
10:00 am to 5:00 pm Saturday
Closed Sunday

Summer Hours (June to August):
12:00pm to 9:00pm Monday to Thursday
12:00pm to 6:00pm Friday
10:00am to 3:00pm Saturday
Closed Sunday

Executive(s): Irene Czajka, Branch Head

Accessibility: Yes

Sheffield Branch **633**

Sheffield Road at Highway #8 **1-519-623-2681**
Sheffield, Ontario
L0R 1Z0

Hours: 7:00 pm to 9:00 pm Monday and Wednesday
2:00 pm to 5:00 pm Tuesday, Thursday, and Friday
11:00 am to 3:00 pm Saturday

Executive(s): Jan Maas, Branch Head

Accessibility: Yes

Stoney Creek Branch **634**

10 Second Street **662-2211**
Stoney Creek, Ontario
L8G 1Y6

Hours: 12:00 pm to 9:00 pm Monday to Thursday
10:00 am to 5:00 pm Friday
10:00 am to 5:00 pm Saturday
Closed Sunday

Summer hours (June to August):
12:00pm to 9:00pm Monday to Thursday
10:00am to 5:00pm Friday
10:00am to 1:00pm Saturday (closed Sunday)

Executive(s): Florence Lymburner, Branch Head

Accessibility: Adult area is accessible
Washroom and children's area not accessible

Troy Deposit Station **635**

Troy Community Centre
R. R. #1
Troy, Ontario
L0R 2B0

Hours: Tuesday, Wednesday and Thursday mornings, 9:00am to 11:30am

Closed Monday and Friday to Sunday

Contact(s): Elizabeth Nowell 1-(519) 448-1838
Donna Scott 1-(519) 647-2246

Valley Park Branch **636**

970 Paramount Drive **573-3141**
Hamilton, Ontario
L8J 1Y2

Hours: 3:00 pm to 9:00 pm Tuesday to Thursday
2:00 pm to 5:00 pm Friday
10:00 am to 4:00 pm Saturday
Closed Monday and Sunday
Friday Summer Hours (July and August): Closed

Executive(s): Jane Henderson, Branch Head

Accessibility: Yes

Waterdown Branch **637**

25 Mill Street North **689-6269**
Waterdown, Ontario
L0R 2H0

Hours: 12:00 pm to 9:00 pm Monday, Tuesday, Thursday
9:00 am to 9:00 pm Wednesday
12:00 noon to 6:00 pm Friday
10:00 am to 5:00 pm Saturday
Closed Sunday

Summer hours (July to September):
12:00pm to 9:00pm Monday, Tuesday, Wednesday, Thursday
12:00pm to 6:00pm Friday
10:00am to 3:00pm Saturday
Closed Sunday

Executive(s): L. Eastwood, Branch Head

Accessibility: Yes

Winona Branch **638**

1304 Highway #8 **643-2912**
Winona, Ontario
L0R 2L0

Hours: 3:00 pm to 9:00 pm Monday, Thursday, Friday
3:00 pm to 5:00 pm Tuesday
1:00 pm to 5:00 pm Wednesday
10:00 am to 5:00 pm Saturday

Summer Hours:
1:00pm to 5:00am Tuesday
Closed Saturday and Sunday

Executive(s): Margaret Lee, Branch Head

Accessibility: Yes

WESLEY URBAN MINISTRIES INC. 639

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75 Mary Street **528-5629**
Hamilton, Ontario **528-5640**
L8R 1K2

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Mrs. Birgitt Bolton, Executive Director

Description:

Administrative office for Wesley Urban Ministries. Responsibility for several projects for the people of Hamilton-Wentworth including a non-profit housing program for hard-to-house singles as well as the following programs:

Area served: Hamilton
Accessibility: Not accessible by wheelchair

Kirkendall-Strathcona Neighbourhood House 640

210 Napier Street **528-8485**
Hamilton, Ontario
L8R 1S7

Hours: 7:00 am to 10:00 pm Monday to Friday

Executive(s): Rev. A. W. Verrall, Director Of Services

Preschool Adventure Program **644**

527-1908

Hours: 9:00am-11:30am

Executive(s): Rev. Arthur Verrall 528-5640

Description:

A preschool half-day day care.

Area served: Hamilton

WIDOW TO WIDOW 645

YWCA **522-9922**
75 MacNab Street South
Hamilton, Ontario
L8P 3C1

Hours: 24 hours a day

Contact(s): Susan Wier

Description:

A telephone visiting and information service for widows who feel the need for friendship. This is provided by widows who have repatterned their lives and understand the emotional and practical problems of widowhood. Round-the-clock support by telephone through times of crisis.

Area served: Hamilton Wentworth

Accessibility: Yes

Fees: Y.W.C.A. membership
Widow to Widow - no fee.

WOMEN'S CENTRE OF HAMILTON WENTWORTH

646

80 Augusta Street
Hamilton, Ontario
L8N 1R2

522-0127

Hours: 10:00 am to 4:00 pm Monday to Friday
7:00 pm to 9:00 pm Thursdays
(answering machine after hours)

Executive(s): Renate Manthei, Director

Contact(s): Debbie Jones, Administrative Coordinator

Description:

The Women's Centre provides a wide range of services and programs to assist women as they make changes in their lives and as they work to improve their position in society. Service is confidential and free of charge. There is a fee for certain workshops and educational programs. Services offered are:

- Referral and information
- Peer counselling
- Advocacy
- Self-esteem groups

The Women's Centre also holds the following recurring workshops/programs:

SEPARATION AND DIVORCE SUPPORT GROUP
ASSERTIVENESS TRAINING WORKSHOPS
SELF-EXPLORATIONS -- PREPARING FOR CHANGE
WOMEN AWARE
NON-SEXIST PARENTING
SEXUAL ASSAULT AND TRAINING WORKSHOPS
SELF-ESTEEM COURSE FOR WOMEN
TIME OUT FOR YOU

Area served: Hamilton Wentworth
Accessibility: Not accessible to the physically disabled
Fees: $15.00/year membership (services NOT restricted to members). Fees are charged for workshops or programs only. There is no fee for peer counselling or advocacy.

WOODVIEW CHILDREN'S CENTRE 647

69 Flatt Road 689-6898
R.R. #2 689-4727
Burlington, Ontario
L7R 3X5

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Gary Stuart, Executive Director
Dave Woodward, President of the Board

Description:

A children's mental health centre providing residential and day treatment programs for emotionally disturbed and behaviour problem children. The day treatment programs provide milieu therapy, individual and group therapy, and intensive family involvement. The Centre also provides follow-up and community reintegration service.

Education is provided by the local school boards. The Canada House, Burlington residence and Brantford classrooms are located in local community schools. Classrooms for the Woodview/Burlington day treatment program are located in the Woodview Centre. Whenever possible, children are reintegrated into community schools.

Area served: Hamilton-Wentworth, Halton, Niagara, and Brant County (not all programs serve all areas).
Accessibility: Not accessible to the physically disabled

Canada House 648

Canada House 522-8559
66 Canada Street
Hamilton, Ontario
L8P 1N9

Contact(s): Mike Case, Residence Manager

Description:

Residence for adolescents boys, ages 13-17. Capacity 8.

Area served: Hamilton-Wentworth and Halton

Hamilton Day Treatment 649

c/o Delta Secondary School 545-7311
Rm 305-306
1284 Main Street East
Hamilton, Ontario
L8K 1B2

Contact(s): Frank Hayes, Program Co-ordinator

Description:

This program will combine education and therapy for 13-16 year old students who need help, but don't live in group homes. The program will serve 16 students with family problems, academic underachievement and very limited social skills. The program is for students with extreme psychological problems but who have the potential to rehabilitate themselves. Classrooms at Delta and Westdale Secondary Schools.

Area served: Hamilton

Woodview Manor 650

126 James Street South 528-3031
Hamilton, Ontario
L8P 2Z6

Contact(s): Rick Ludkin, Program Manager/Hamilton Programs

Description:

Residence, out-patient services,and respite care for high functioning Pervasive Development Disorder (P.D.D) and autistic adolescents and young adults.

Area served: Hamilton Wentworth and Halton
Accessibility: Not accessible to the physically disabled

WORLD FEDERALISTS OF CANADA HAMILTON CHAPTER 651

Contact(s): Helen Graham 544-0769
Hanna Newcombe 628-2356

Description:

Education for world citizenship and peace.

Major Services:

1. An educational institution that runs different projects oriented toward peace. Recent projects include the opening of the Peace Library at the Dundas Public Library, and the Canadian Peace Ballot, a survey of citizens' attitudes toward war and peace.
2. Membership privileges include a national conference, monthly meetings, and quarterly newsletter.

Area served: Hamilton Wentworth

Fees:
Single: $30.00/year
Family: $40.00/year
Limited Income: $15.00/year
Contributor: $60.00
Life Membership: $500.00

YOUNG MEN'S CHRISTIAN ASSOCIATION OF HAMILTON BURLINGTON 652

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79 James Street South
Hamilton, Ontario
L8P 2Z1

529-7102
FAX 529-4485

Executive(s): Robert C. Sugden, President
Vic Hryhorchuk, Chief Executive Officer

Contact(s): Robert N. Shrumm, Manager
Allan C. Will, Director of Centres

Description:

The Young Men's Christian Association is a world-wide fellowship dedicated to the growth of persons in spirit, mind and body and in a sense of responsibility to each other and the human community.

Major Services:

- Youth programs and youth leadership development

- Child care and child development
- Day camping services
- Residential Camp Wanakita
- Fitness, health and recreation services for men, women, boys and girls
- Youth employment services
- Social housing services
- 172 room male residence
- International development

Area served: Hamilton-Wentworth and Burlington

Hamilton Mountain Family Y **653**

66 Mall Road, Unit 4
Hamilton, Ontario
L8V 4X6

574-9400
FAX 574-7622

Hours: 9:00 a.m. to 4:30 p.m.

Executive(s): D. James Sykes,
Director Child Care and Community Services 529-7102
Eva Sykes, Office Administrative Manager

Contact(s): Denise McArthur, Program Manager

Description:

Pre-school and youth programs, adult education and day camps.

Stoney Creek Family Y **654**

6 King Street East
Stoney Creek, Ontario
L8G 1J8

662-7445
FAX 662-4843

Description:

Pre-school and youth programs, adult education and day camps.

YOUNG WOMEN'S CHRISTIAN ASSOCIATION HAMILTON BURLINGTON

Head Office **655**

75 MacNab Street South **525-9922**
Hamilton, Ontario
L8P 3C1

Hours: 8:30 am to 5:00 pm Monday to Friday

Executive(s): Joan McKee, Executive Director

Dr. Anita Ali, President (B) 522-6884
405 North Shore Blvd. West (H) 526-6061
Burlington, Ontario

Description:

The Hamilton YWCA is a voluntary women's membership organization providing high quality programs and services that responds to community needs, working actively for the development and improved status of women and for responsible social and economic changes that will achieve peace, justice, freedom and equality in Canada and around the world.

Area served: Hamilton and Burlington
Accessibility: Yes
Fees: Membership and program fees

MacNab Street Branch **656**

522-9922

Hours: 8:00 am to 11:00 pm - 7 days a week
(Front desk staffed 24 hours a day)

Executive(s): Jill Rumble, Branch Director

Description:

- Residence for 108 women and girls at the MacNab Street Branch - public cafeteria and catering services;
- clubs, classes and crafts for all ages;
- day camps for children 4-12 years of age (July, August, Christmas, and all

other school breaks);
- Senior Citizen Centre;
- trips and tours;
- fitness and aquatic programs for all ages;
- women's fitness centre;
- meeting rooms available for community rentals, service clubs, church groups, public rentals, etc.
- Teletouch;
- Pottery Rehabilitation Centre for physically disabled and blind patients;
- Adult Group Homes, Supported Independent Living, and Adult Protective Services Department for developmentally handicapped men and women are located here, and elsewhere in the city.
- Assertiveness Training courses.

Brochures outlining full programs are mailed on request.

Area served: Hamilton Wentworth and area
Accessibility: Yes
Fees: Membership and program fees

MacNab Street Branch
Services for Developmentally Handicapped **657**

522-9922

Hours: 9:00 am to 5:00 pm Monday to Friday

Executive(s): Rose Johnson, Co-ordinator

Description:

The following services are available to developmentally handicapped men and women:

Adult Group Homes

Adult Protective Service Programs

Supported Independent Living Programs

Area served: Hamilton Wentworth
Accessibility: Yes

Ottawa Street Branch **658**

52 Ottawa Street North **545-9922**
Hamilton, Ontario
L8H 3Y7

Hours: 8:30 am to 9:00 pm Monday to Friday
8:30 am to 5:00 pm Saturday
10:00 am to 3:00 pm Sunday
Front desk staffed to 9:00 pm

Executive(s): Jill Elliot, Branch Director

Description:

Functions as a Community "Y" offering fitness and aquatic activities, pre-school activities, social clubs and informal educational programs and services which include Senior Citizen programs; teenage leadership training courses; English for New Canadians; large gym program for adults and youth; and adult co-ed fitness centre.

Swimming pool offers year round recreational swimming and lessons to all members of the family; facilities available for rental to community groups. Many programs offered to men and boys as well as to women and girls. Brochures outlining full programs will be mailed on request.

Day Camps for boys and girls ages 4-12 (July and August). Program and Service information available at Front Desk or by telephone.

Area served: Hamilton Wentworth and Burlington
Accessibility: Yes
Fees: Membership and program fees.

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